



# Upgrade Guide for Cisco Digital Media System Release 5.1.x

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This guide provides information about and instructions for upgrading your Cisco DMS appliances and Cisco Digital Media Player endpoints from Cisco DMS 5.0.2 to 5.1.x.

- [Prerequisites for Upgrading to Cisco DMS 5.1.x, page 1](#)
- [Restrictions for Upgrading to Cisco DMS 5.1.x, page 2](#)
- [About the Upgrade Process for Cisco DMS 5.1.x, page 3](#)
- [How to Upgrade to Cisco DMS 5.1.x, page 3](#)
- [Related Cisco DMS Documentation, page 20](#)



Note

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For additional information, such as system requirements and caveats for Cisco DMS 5.1.x, see the [Release Notes for Cisco Digital Media System 5.1.x](#) on Cisco.com.

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## Prerequisites for Upgrading to Cisco DMS 5.1.x



Warning

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**Before you upgrade your Cisco Digital Media System (DMS) environment, read this document carefully. It contains crucial information that can help you ensure a successful upgrade and avoid potentially serious problems.**

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- Attach a monitor and keyboard to the appliance that you will upgrade or verify that you have an SSH client to complete configuration remotely. You can log in securely from a remote system by pointing an SSH client, such as PuTTY, to the IP address that your appliance uses.
- The language preference setting for the web browser must be English (EN\_US) and Java Runtime Engine (JRE) 1.6 must be installed on each PC in your organization where any DMM-DSM user will design or deploy presentations for digital signage. In addition, each of those PCs must use an operating system and browser that Cisco DMS supports (see the [Release Notes for Cisco Digital](#)



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*Media System 5.1.x* on Cisco.com). There are many possible error messages that PCs might display if the wrong JRE is installed or if there is no installed JRE. In some cases, the error message is “java.lang.UnsupportedClassVersionError: Bad version number in .class file.” Alternatively, affected PCs might display a prompt to save the `authoring_tool.jnlp` file.

- You must upgrade a Cisco DME 1000 or DME 2000 to software revision is 5.2.187. To obtain these upgrades, go to <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=281723656>, and log in to your Cisco.com account. Click **Cisco Digital Media Encoder > Digital Media Encoder 1000 | 2000 > DME System Software > Latest Releases > 5.2(187)**. Upgrade instructions are available in the [Upgrade Guide to Release 5.2.184.0 for Cisco Digital Media Encoder 1000](#) or the [Upgrade Guide to Release 5.2.180.0 for Cisco Digital Media Encoder 2000](#) on Cisco.com.

## Restrictions for Upgrading to Cisco DMS 5.1.x



### Note

See the [Release Notes for Cisco Digital Media System 5.1.x](#) on Cisco.com for system requirements.

### Supported Upgrades

- We support upgrade to DMS 5.1.x on the following Cisco DMS products:
  - Media Convergence Server appliances that use H1, H2, or H3 chassis and on which DMS 5.0.2 software is installed, licensed, and working correctly.
  - Cisco Digital Media Player 4300G, 4305G, and 4400G endpoints.
- We support upgrades only from Cisco DMS 5.0.2 to 5.1.x. If your appliances use an earlier release than 5.0.2, you must upgrade to 5.0.2 before upgrading to 5.1.x. For information about upgrading earlier releases, see the [Upgrade Guide for Cisco Digital Media System](#) for your release on Cisco.com.
- Upgrades do not back up media assets.
- We do not support downgrades from DMS 5.1.x to DMS 5.0.2.

### Digital Signage

- We do not support downgrades from DMP firmware version 5.1.x to version 5.0.2.
- Because custom JavaScript applications are complex and many different methods and styles might lead to the same result, Cisco TAC cannot provide development or migration support for custom JavaScript applications.

### Video Portal

Cisco does not support deployment to or storage of content files on Cisco Video Portal appliances. If you deployed any files to your Video Portal appliance, this upgrade **will delete all the files automatically**. You will not be able to retrieve or use them after they are deleted. For information about downloading copies of files from the Video Portal, see the [“Downloading Files That You Deployed to a Cisco Video Portal Appliance”](#) section on page 17.

# About the Upgrade Process for Cisco DMS 5.1.x

The Cisco DMS 5.1.x upgrade process results in software updates to the Cisco Digital Media Manager (DMM) software, Cisco Video Portal and Video Portal Reports software, Digital Media Player Device Manager (DMPDM) software, and the Appliance Administration Interface (AAI) command shell.

The upgrade process requires that you complete the following tasks in the order shown, as needed for your deployment:

—	Task	Reference
<b>Step 1</b>	Prepare for the upgrade. <ul style="list-style-type: none"> <li>• Learn about requirements, prerequisites, and changes in this release.</li> <li>• Obtain upgrade CDs, new DMS 5.1.x licenses (if you have purchased features for this release that you were not licensed to use previously), and DMP firmware.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Release Notes</a> for Cisco DMS 5.1.x on Cisco.com</li> <li>• <a href="#">Prerequisites for Upgrading to Cisco DMS 5.1.x</a>, page 1</li> <li>• <a href="#">Restrictions for Upgrading to Cisco DMS 5.1.x</a>, page 2</li> <li>• <a href="#">Preparing to Upgrade to Cisco DMS 5.1.x</a>, page 4</li> </ul>
<b>Step 2</b>	Upgrade the Digital Media Manager appliance. <ul style="list-style-type: none"> <li>• Back up the appliance.</li> <li>• Install DMM 5.1.x software.</li> <li>• Verify licenses and configuration.</li> </ul> <p><b>Note</b> If you do not upgrade the DMM appliance before you upgrade the Video Portal appliance, you must restart the Video Portal appliance.</p>	<a href="#">Upgrading Digital Media Manager Appliances</a> , page 6
<b>Step 3</b>	Upgrade the DMPs. <ul style="list-style-type: none"> <li>• Stop all applications on DMPs.</li> <li>• Upgrade the firmware on DMPs.</li> <li>• Upgrade the kernels for DMP 4300G and 4305G endpoints, so that they support the CIFS protocol.</li> <li>• For Cisco ACNS deployments, provision assets.</li> <li>• Resubmit presentations and playlists to DMPs.</li> </ul>	<a href="#">Updating Your Digital Signage Network</a> , page 13
<b>Step 4</b>	Upgrade the Video Portal appliance. <ul style="list-style-type: none"> <li>• Back up the appliance.</li> <li>• Install Video Portal 5.1.x software.</li> </ul>	<a href="#">Upgrading Cisco Video Portal Appliances</a> , page 17

## How to Upgrade to Cisco DMS 5.1.x

To upgrade to Cisco DMS 5.1.x, complete the following procedures in the order shown, as needed for your deployment:

- [Preparing to Upgrade to Cisco DMS 5.1.x](#), page 4
- [Upgrading Digital Media Manager Appliances](#), page 6
- [Updating Your Digital Signage Network](#), page 13

- [Upgrading Cisco Video Portal Appliances, page 17](#)

## Preparing to Upgrade to Cisco DMS 5.1.x

To prepare to upgrade, complete the following procedures, as needed for your deployment:

- [Obtaining Cisco DMS 5.1.x Licenses, page 4](#)
- [Obtaining Software CDs to Upgrade Cisco DMS Appliances, page 5](#)
- [Obtaining the 5.1.x Firmware and Kernel Files for DMPs, page 6](#)

### Obtaining Cisco DMS 5.1.x Licenses

The upgrade process migrates Cisco DMS 5.0.2 licenses automatically. If you purchased additional Cisco DMS 5.1.x features, use this procedure to obtain the licenses.

If you did not purchase new licenses or do not plan to install new licenses immediately after upgrade, proceed to [“Obtaining Software CDs to Upgrade Cisco DMS Appliances” section on page 5](#).

#### Before You Begin

Obtain the Sales Order (SO) numbers that Cisco used when you originally purchased the Cisco DMS software modules and DMP license packs that are to be upgraded.

#### Procedure

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- Step 1** Send an e-mail to [dms-softwarekeys@cisco.com](mailto:dms-softwarekeys@cisco.com) that includes the following information:
- Cisco sales order number for your DMM purchase
  - Ten-character DMM server appliance serial number
  - Your e-mail address, to which the license will be e-mailed
  - Name of your organization and your department
  - DMM modules with respective Cisco sales order number: SNMP Notifications module, Video Portal module, Live Event module, Digital Signage module, Digital Media Player license packs for DMM in increments of 10, 100, or 1000, and Enterprise TV module.
- Step 2** Save a copy of the Cisco DMS 5.0 license that you receive by e-mail from Cisco.
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#### What to Do Next

Proceed to the [“Obtaining Software CDs to Upgrade Cisco DMS Appliances” section on page 5](#).

## Obtaining Software CDs to Upgrade Cisco DMS Appliances

### Procedure

- Step 1** Do one of the following to obtain upgrade CDs or DVDs for this Cisco DMS release:
- If you have a valid SAS contract for an earlier Cisco DMS release, which entitles you to upgrade at no additional cost, go to <http://www.cisco.com/upgrade> to use the Product Upgrade Tool. Enter your SAS contract number and place an order for the CDs or DVDs that you are entitled to receive. Cisco will process your order and ship the discs to you.
  - Pay to upgrade to this release. Cisco will process your order and ship the upgrade discs to you.

Software Upgrades and Add-Ons	Part Numbers
DMM Video Portal Module V5.1 Perptl. SW Lic., Spare	DMM-VPM5.1-K9=
DMM Digital Signage Module V5.1 Perptl. SW Lic., Spare	DMM-DSM5.1-K9=
DMM Video Portal Module Live Event Module V5.1 Perptl. SW Lic., Spare	DMM-LEM5.1-K9=
Digital Media Manager Ver. 5.1 SNMP Module Perptl. SW Lic.	DMM-SNMP5.1-K9=
Cisco Digital Media Manager V5.1 Upgrade from V5.0 for MCS-7835	DMM5-U5.1-K9
Digital Media Player V5-V5.1 Perptl. SW Upgrade	DMP-SW5.1-U-K9
Video Portal Module 5.1 Upgrade from V5.0 - 500	VP5-500-U5.1-K9
Video Portal Module 5.1 Upgrade from V5.0-1000	VP5-1000-U5.1-K9

- Step 2** Locate the appliance upgrade installation utilities that you will use:

Digital Media Manager 5.1	Video Portal 5.1
The filename is <b>DMS-5.1.0.1.iso</b> .	The filename is <b>CVP-5.1.0.1.iso</b> .

### What to Do Next

Proceed to one of the following sections:

- If you use Digital Signage, proceed to the “[Obtaining the 5.1.x Firmware and Kernel Files for DMPs](#)” section on page 6.
- If you use only Cisco Video Portal, proceed to the “[Upgrading Digital Media Manager Appliances](#)” section on page 6.

## Obtaining the 5.1.x Firmware and Kernel Files for DMPs

If you do not use Cisco digital signage or Enterprise TV, proceed to the “[Upgrading Digital Media Manager Appliances](#)” section on page 6.

### Procedure

**Step 1** Do one of the following to obtain upgrade CDs or DVDs for this Cisco DMS release:

- If you have a valid SAS contract for an earlier Cisco DMS release, which entitles you to upgrade at no additional cost, go to <http://www.cisco.com/upgrade> to use the Product Upgrade Tool. Enter your SAS contract number and place an order for the CDs or DVDs that you are entitled to receive. Cisco will process your order and ship the discs to you.
- Pay to upgrade to this release. Cisco will process your order and ship the upgrade discs to you:

Software Upgrades and Add-Ons	Part Numbers
Cisco Digital Media Manager, Feature License for Up To 10 DMPs	DMP-FL-10=
Cisco Digital Media Manager, Feature License for Up To 500 DMPs	DMP-FL-50=
Cisco Digital Media Manager, Feature License for Up To 500 DMPs	DMP-FL-500=
Cisco Digital Media Manager, Feature License for Up To 1000 DMPs	DMP-FL-1000=

**Step 2** Locate the firmware and kernel files to upgrade each DMP model type that you use:

DMP 4300G	DMP 4305G	DMP 4400G <sup>1</sup>
<ul style="list-style-type: none"> <li>• The firmware filename is <b>5.1.0_FCS_4300.fwimg.</b></li> <li>• The kernel filename is <b>DMPkernel_A1_4300.tivella.</b></li> </ul>	<ul style="list-style-type: none"> <li>• The firmware filename is <b>5.1.0_FCS_4305.fwimg.</b></li> <li>• The kernel filename is <b>DMPkernel_A1_4305.tivella.</b></li> </ul>	The firmware filename is <b>5.1.0_FCS_4400.fwimg.</b>

1. It is not necessary to upgrade the kernel on DMP 4400G endpoints for use with this release of Cisco DMS.

### What to Do Next

Proceed to the “[Upgrading Digital Media Manager Appliances](#)” section on page 6.

## Upgrading Digital Media Manager Appliances

To upgrade DMM appliances, complete the following procedures in the order shown, as needed:

- [Backing Up Digital Media Manager Appliances](#), page 7
- [Installing the Digital Media Manager Software](#), page 7
- [Verifying That Existing Licenses Upgraded Successfully](#), page 8
- [Verifying Video Portal Information](#), page 10
- [Verifying Digital Signage Information](#), page 11

## Backing Up Digital Media Manager Appliances

Use this procedure to back up the settings, configurations, and metadata for your DMM appliance.



### Caution

We recommend that you back up only to a USB device to preserve your data if the upgrade fails. Backups do not contain the media files or other assets.

### Procedure

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- Step 1** Log in as **admin** to Appliance Administration Interface (AAI).
- Step 2** Choose **DMM\_CONTROL > BACKUP\_DMM > USB**.
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### What to Do Next

Proceed to [“Installing the Digital Media Manager Software”](#) section on page 7.

## Installing the Digital Media Manager Software



### Caution

Do not use underscores or any other special characters in hostnames. DNS standards do not support these characters. Use only letters, numerals, and hyphens.



### Caution

Upgrading requires that the appliance be restarted twice, automatically. After the first restart is finished, a system prompt asks, “Do you want to proceed with upgrade?”

Answer **Yes**.

Otherwise, if you answer No:

- You prevent the second restart, which causes the appliance to become unstable.
- Another system prompt appears, which asks whether to perform a fresh install instead of an upgrade.
- If you answer No, the appliance ejects the CD and, after you restart the appliance, it prompts you again with the first question, “Do you want to proceed with upgrade?”

Use this procedure to install the upgrade on your DMM appliance. The installation takes about 15 minutes.

### Before You Begin

Back up your DMM appliance. For more information, see the [“Backing Up Digital Media Manager Appliances”](#) section on page 7.

### Procedure

- 
- Step 1** Insert the CD into the chassis CD-ROM drive.
- Step 2** In AAI, choose **APPLIANCE\_CONTROL > SOFTWARE\_UPDATE**.

- Step 3** Follow the on-screen instructions to update the software.
- Step 4** Press **Enter** to complete the upgrade process. The appliance restarts upon completion.
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#### What to Do Next

Proceed to [“Logging in to DMS-Admin for the First Time to Verify the Software Upgrade”](#) section on page 8.

## Logging in to DMS-Admin for the First Time to Verify the Software Upgrade

Use this procedure to log in to DMS-Admin for the first time after you upgrade and to verify that the upgrade is successful.

#### Procedure

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- Step 1** Open a web browser and go to `http://hostname:8080`.
- Step 2** Log in as **superuser** by using the account credentials that you configured in Cisco DMS 5.0.2.
- or
- If you do not have a superuser account, enter the following default login, and change the credentials when prompted:
- Username: **superuser**
  - Password: **admin**
- Step 3** When the splash screen appears, confirm that it refers explicitly to Digital Media Manager 5.1.x.



**Note** If the version is not 5.1.x, contact Cisco TAC.

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#### What to Do Next

Proceed to the [“Verifying That Existing Licenses Upgraded Successfully”](#) section on page 8.

## Verifying That Existing Licenses Upgraded Successfully

Use this procedure to verify that existing licenses were upgraded correctly for each Cisco DMS software feature module that you are licensed to use.

#### Procedure

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- Step 1** Choose **Administration** from the global navigation.
- Step 2** Choose **Licensing > View Licensing**. The installed licenses are described.
- Step 3** Confirm that all of your licensed feature modules are enabled, such as the Video Portal or Digital Signage feature modules.

**Note**

If your licenses are incomplete, contact Cisco TAC. If the support engineer asks that you send Cisco a copy of the Tomcat logfile, see the “Obtaining or Transferring a Copy of the System Log” topic on Cisco.com in the *Appliance Administration Guide* for the Cisco DMS release version that you use.

**What to Do Next**

Proceed to one of the following sections:

- If you purchased new DMS 5.1.x licenses, proceed to the “[Installing DMS 5.1.x Licenses](#)” section on [page 9](#).
- If you use Digital Signage, proceed to the “[Verifying Digital Signage Information](#)” section on [page 11](#).
- If you use only Cisco Video Portal, proceed to the “[Verifying Video Portal Information](#)” section on [page 10](#).

## Installing DMS 5.1.x Licenses

If you purchased licenses for Cisco DMS 5.1.x, use this procedure to install them.

See *User Guide for Cisco Digital Media System 5.1.x* on Cisco.com for information about using Enterprise TV and SNMP modules.

**Before You Begin**

Obtain a license for each new Cisco DMS software feature module that you purchased. See the “[Obtaining Cisco DMS 5.1.x Licenses](#)” section on [page 4](#).

**Procedure**

- Step 1** Choose **Administration** from the global navigation.
- Step 2** Choose **Licensing > Install/Upgrade Licensing**.
- Step 3** Click **Browse** to specify the license file, and then click **Open**.
- Step 4** Click **Install License**.

**What to Do Next**

Proceed to one of the following sections:

- If you use Digital Signage, proceed to the “[Verifying Digital Signage Information](#)” section on [page 11](#).
- If you use only Cisco Video Portal, proceed to the “[Verifying Video Portal Information](#)” section on [page 10](#).

## Verifying Video Portal Information

To verify that Video Portal configuration migrated successfully during the upgrade or to modify the configuration, complete the following procedures:

- [Verifying Content Deployment Locations for Video Portal, page 10](#)
- [Verifying Supported Media Formats for Video Portal, page 11](#)

If you do not use Cisco Video Portal features, proceed to the [“Verifying Digital Signage Information” section on page 11](#).

### Verifying Content Deployment Locations for Video Portal

Use this procedure to verify that Video Portal deployment values are correct in DMM-VPM.

#### Procedure

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- Step 1** Choose **Video Portal** from the global navigation.
- Step 2** Choose **Setup > Deployment Locations**.
- Step 3** Verify or modify values for the deployment types that you will use in the Flash Video, Windows Media Video, MPEG4/H.264, and Support areas. Missing or incorrect values cause Video Portal deployments to fail.

Setting	Description
Connection type	The protocol or method for file transfer. Options are FTP, SFTP, and SCP.
Host address	The DNS-resolvable hostname or routable 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, though <b>we do not support such deployments</b> and despite our warnings that you should <b>never deploy content to a Video Portal</b> appliance, the password that you enter must be exactly the same as your Video Portal admin password.
Root file directory	The value of the relative directory path to files that you will deploy.  For example, if the root directory on the server is configured to be /data/ftproot and the absolute path for the deployment site ends with /data/ftproot/vp/flash, then the relative value to enter here would be /vp/flash.
Root URL Path	The absolute URL where the Video Portal will host and reference your files.

- Step 4** Click **Save Deployment Locations** at the bottom of the page.
- 

#### What to Do Next

Proceed to the [“Verifying Supported Media Formats for Video Portal” section on page 11](#).

## Verifying Supported Media Formats for Video Portal

Use this procedure to verify in DMM-VPM the media formats that your Video Portal supports; these are the formats that will be available to Video Portal users. Enabling a format requires that you always provide content in that format.

### Procedure

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- Step 1** Choose **Video Portal** from the global navigation.
  - Step 2** Choose **Setup > Video Portal**.
  - Step 3** Check the relevant checkboxes in the Supported Media Formats area.
  - Step 4** Specify the order that the Video Portal and Embedded Video players try to play the supported media formats in the Media Preferences by Browser area.
  - Step 5** Click **Save Portal Parameters**.
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### What to Do Next

Proceed to one of the following sections:

- If you use Digital Signage, proceed to the [“Verifying Digital Signage Information” section on page 11](#).
- If you use Cisco Video Portal only, proceed to the [“Upgrading Cisco Video Portal Appliances” section on page 17](#).

## Verifying Digital Signage Information

To verify that Digital Signage information migrated successfully or to modify configuration, complete the following procedures.

- [Verifying Content Deployment Locations, page 11](#)
- [Verifying DMP Inventory and Network Statuses, page 12](#)

If you do not use Digital Signage features, proceed to the [“Upgrading Cisco Video Portal Appliances” section on page 17](#).

## Verifying Content Deployment Locations



Use this procedure to verify in DMM-DSM that external deployment server locations are correct.

### Procedure

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- Step 1** Choose **Digital Signage** from the global navigation.
- Step 2** Choose **Settings > External**.

**Step 3** Verify or change the values for your external deployment servers:

Setting	Description
External Publishing Server List	Click a server to highlight it so that you can edit or delete it. DMM-DSM automatically shows the Change External Publishing Server pane for the corresponding server where you can edit its settings.
Add New External Publishing Server 	Shows the Add New External Publishing Server pane where you can define the settings to use a new server.
Delete External Publishing Server 	Deletes the server that you highlighted.
Add New or Change External Publishing Server	<p>Add or edit attributes of the external servers that you use for deployments, as follows:</p> <ul style="list-style-type: none"> <li>• <b>Host</b>—The routable IP address or resolvable DNS hostname of the external deployment (FTP) server. You must enter this value.</li> <li>• <b>Port</b>—The port number to use. You can use any port number, but the default is 21.</li> <li>• <b>Server Type</b>—FTP.</li> <li>• <b>Remote Directory</b>—Corresponding to the same server directory structure that you reference when you enter an HTTP Mapping value (see the next item), enter the root-level deployment directory to use on your external publishing server when your communications protocol is ftp. For example, you might enter only a forward slash (/).</li> <li>• <b>HTTP Mapping</b>—Corresponding to the same server directory structure that you reference when you enter a Remote Directory value (see the previous item), enter the root-level deployment directory to use on your external publishing server when your communications protocol is http. For example, you might enter <b>/ftproot</b>.</li> <li>• <b>HTTP Port</b>—Enter the port number to use on the external deployment server. You can use any port number. If you do not enter a port number, the default is port 80.</li> <li>• <b>User Name</b>—Enter the FTP username. It is acceptable to use the name <i>anonymous</i>.</li> <li>• <b>Password</b> and <b>Confirm Password</b>—You must enter the FTP password, then re-enter it.</li> </ul>

**Step 4** Click **Save**.**What to Do Next**

Proceed to the [“Verifying DMP Inventory and Network Statuses”](#) section on page 12.

**Verifying DMP Inventory and Network Statuses**

Use this procedure to make sure that your preexisting inventory of DMPs is intact and the DMP statuses display.

**Procedure**

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- Step 1** Choose **Digital Signage** from the global navigation.
- Step 2** Choose **Digital Media Players > DMP Manager**.
- Step 3** Verify that all your DMPs show green checkmarks in the Status column.
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**Troubleshooting**

Device inventory management options and features are complex. To understand inventory management, see the “Managing and Grouping DMPs” section in *User Guide for Cisco Digital Media Manager 5.1.x* on Cisco.com.

**What to Do Next**

Proceed to the “Updating Your Digital Signage Network” section on page 13.

## Updating Your Digital Signage Network

After you upgrade a DMM appliance to 5.1.x, its device inventory describes DMPs that were centrally managed in 5.0.2. Until you upgrade the firmware and kernel versions for these DMP to 5.1.x, the DMPs are not compatible with all features of DMM-DSM 5.1.x.

**Note**

Before you upgrade any DMP firmware for compatibility with this DMS release, you must upgrade your DMM appliance as described in the “Upgrading Digital Media Manager Appliances” section on page 6.

To update your digital signage network, complete the following steps in the order shown:

- [Stopping All Applications on DMPs, page 13](#)
- [Upgrading the Firmware and Kernel on DMPs, page 14](#)
- [Scheduling a Future Event to Preposition Content for Cisco ACNS, page 16](#)
- [Scheduling an Event to Resubmit Playlists and Presentations to DMPs, page 17](#)

## Stopping All Applications on DMPs

Before you upgrade DMPs, you must stop all applications by using the DMP Startup URL advanced task.

**Note**

Use the DMP Startup URL advanced task to clear the DMP startup URL and reboot the DMP. Do not use the Stop All Applications system task.

**Before You Begin**

Because you cannot submit a task to a DMP with user account credentials that are different from those specified in DMM-DSM, ensure that the credentials on the DMPs that you are upgrading match the credentials that are specified in DMM-DSM under Settings > Server Settings. If they do not match, use DMPDM to log in to these DMPs and manually change the User Names and Passwords to match the credentials that are configured in DMM-DSM. Alternatively, see the quick start guide for a DMP to learn how you can change these login credentials simultaneously for all of the DMPs that you manage.

**Procedure**

- Step 1** Choose **Digital Signage** from the global navigation.
- Step 2** Choose **Digital Media Players > Advanced Tasks**.

- Step 3** Create the advanced task.
- Click **DMP Startup URL**.
  - Click **Add New Application**.
  - Enter **Startup URL Empty & Reboot** in the Name and Description fields.
  - Leave empty the Video and Browser URL fields.
  - Check the **Reboot Necessary** check box.
  - Click **Submit**.
- Step 4** Schedule an event to send the task to the DMP.
- Choose **Schedules > Play Now**.
  - Choose **System Tasks** from the Select an Event Type list, and then click **Select**.
  - Choose **DMP Startup URL > Startup URL Empty & Reboot** in the Select Event area, and then click **OK**.
  - Click the name of a DMP group in the DMP Groups area to see its member DMPs in the DMP List.
  - Click the name of each DMP in the DMP List area that should receive the deployment.
  - Click **Submit**, and then click **OK** when the Success message displays.

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### What to Do Next

Proceed to the [“Upgrading the Firmware and Kernel on DMPs”](#) section on page 14.

## Upgrading the Firmware and Kernel on DMPs

Repeat this procedure to upgrade the firmware and kernel on your DMPs.

Firmware and kernel upgrades occur **separately**, and take approximately 30 minutes **each** to complete. It does not matter whether you upgrade the kernel first or the firmware first.



### Note

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It is not necessary to upgrade the kernel on DMP 4400G endpoints for use with this release of Cisco DMS.

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### Before You Begin

- Upgrade the Digital Media Manager appliance to DMS 5.1.x. See the [“Upgrading Digital Media Manager Appliances”](#) section on page 6.
- Stop all applications on affected DMPs. See the [“Stopping All Applications on DMPs”](#) section on page 13.
- If you use ACNS, we recommend that you send DMP firmware and kernel files to your ACNS servers and deploy the upgrades as a future event—not an immediate event.
- If you deploy the upgrade directly to your DMPs, we recommend that you upgrade just one DMP initially or upgrade just a small group of DMPs and test the result before you send the firmware and kernel to every DMP.
- We recommend that you do not upgrade any more than 20 DMPs at a time and that all upgrades occur outside normal business hours for your organization.

**Caution**

Make sure that the DMPs never lose power while they are burning their firmware during an upgrade. If they lose power during this critical period, they will be severely damaged.

**Procedure**

- Step 1** Choose **Digital Signage** from the global navigation.
- Step 2** Add the firmware image or the kernel file as an asset to the media library.
- Choose **Media Library > Add Media Asset**.
  - For the source, click **Local File**.
  - Click **Browse**, choose the firmware image from the software upgrade CD, and then click **Open**.
  - Enter a meaningful description in the Title field.
  - Check the **Is Kernel Upgrade?** check box if you are uploading a kernel file. Otherwise, if you are uploading firmware, uncheck the check box.
  - Verify that the file type is **Firmware**, and then click **Save**.
- Do not click any button or move away from this page in your browser until the upload is finished. After it is finished, the page refreshes automatically. You should see that a description of the firmware file has been added in the table that the page shows.
- Step 3** (Optional) To verify that the upload succeeded, compare its file size in the Size column to the size of the source file on the software upgrade CD.
- Step 4** Create an advanced task for the upgrade.
- Choose **Digital Media Players > Advanced Tasks**, and then click **DMP Firmware Upgrade**.
  - Click **Add New Application** in the title bar for the Applications area.
  - Enter **DMP\_Firmware\_Upgrade** (or **DMP\_Kernel\_Upgrade**) in the Name field.
  - Choose from the Media Categories tree the category that contains the firmware or kernel.
  - Click the firmware file or kernel file to highlight it in the Available Content table, and then click **Submit**.
  - Click **Go**.
- Step 5** Schedule an event to upgrade the DMPs.

	To schedule an immediate event ...	To schedule a future event...
a.	Choose <b>Schedules &gt; Play Now</b>	Choose <b>Schedules &gt; Play in Future</b> .
b.	Choose <b>System Tasks</b> from the Select an Event Type list, and then click <b>Select</b> .	Click <b>Add an Event</b> .
c.	Choose <b>System Tasks &gt; DMP_Firmware_Upgrade</b> (or <b>System Tasks &gt; DMP_Kernel_Upgrade</b> ) from the Select an Event Type list, and then, click <b>OK</b> .	Click <b>DMP Groups</b> , and then choose the groups.
d.	Click the name of a DMP group in the DMP Groups object selector to see its member DMPs in the DMP List table.	Click <b>Digital Signage</b> , and then choose the presentation or playlist.
e.	Click the name of each DMP in the DMP List table that should receive the deployment.	Specify the date, time, and frequency.

	To schedule an immediate event ...	To schedule a future event...
f.	Click <b>Submit</b> .	Click <b>Save</b> .
g.	Click <b>OK</b> when the Success message displays.	Click <b>Save All</b> to save the schedule.
h.	—	Click <b>Publish All</b> to publish the schedule.



**Tip** To check the status of an upgrade, deploy to the relevant DMP groups the system task called Upgrade Status.

**Step 6** (Optional) After the upgrade is completed and you refresh your browser, verify that the DMP List area on the DMP Manager tab indicates 5.1 in the Version column for the DMPs that you upgraded.

### What to Do Next

Proceed to one of the following sections:

- If you use ACNS, proceed to [“Scheduling a Future Event to Preposition Content for Cisco ACNS” section on page 16.](#)
- If you do not use ACNS, proceed to [“Scheduling an Event to Resubmit Playlists and Presentations to DMPs” section on page 17.](#)

## Scheduling a Future Event to Preposition Content for Cisco ACNS

If you use Cisco ACNS for content distribution in your digital signage network, use this procedure schedule a future event. This action generates your playlist and manifest files for your DMPs and CDM.

### Before You Begin

- Because DMPs will fail to play presentations without prepositioning for ACNS, we recommend that you schedule the event at least one hour in the future to allow enough time for prepositioning.
- Verify the ACNS settings in DMM-DSM under Settings > ACNS. The DMM shows the default ACNS channel for your signage content that you choose under these settings.

### Procedure

- Step 1** Choose **Digital Signage** from the global navigation.
- Step 2** Choose **Schedules > Play in Future**.
- Step 3** Schedule a task to play content on the DMPs.
- Click **Add an Event**.
  - Click **DMP Groups**, and then choose the groups.
  - Click **Digital Signage**, and then choose the presentation or playlist.
  - Specify the date, time, and frequency.
  - Click **Save**.
- Step 4** Click **Save All** to save the schedule.
- Step 5** Click **Publish All** to publish the schedule.

- Step 6** (Optional) Verify that the DMM automatically updated this schedule in the manifest file website that you defined in Cisco ACNS.

#### What to Do Next

If you use a Video Portal appliance, proceed to [“Upgrading Cisco Video Portal Appliances”](#) section on page 17.

## Scheduling an Event to Resubmit Playlists and Presentations to DMPs

If you do not use ACNS, use this procedure to schedule an immediate event to resubmit your playlists and presentations to the DMPs.



#### Tip

You can also schedule a future event. For instructions, see the scheduling procedure in the [“Scheduling a Future Event to Preposition Content for Cisco ACNS”](#) section on page 16.

#### Procedure

- Step 1** Choose **Digital Signage** from the global navigation.
- Step 2** Choose **Schedules > Play Now**.
- Step 3** Choose **Digital Signage** from the Select an Event Type list.
- Step 4** Click the name of the presentation or playlist in the Select Content area, and then click **OK**.
- Step 5** Click the name of the DMP group in the Select a DMP area.
- Step 6** Click **Submit**, and then click **OK** when the success message appears.

#### What to Do Next

If you use a Video Portal appliance, proceed to [“Upgrading Cisco Video Portal Appliances”](#) section on page 17.

## Upgrading Cisco Video Portal Appliances

To upgrade Cisco Video Portal, complete the following tasks in the orders shown, as needed for your deployment:

- [Downloading Files That You Deployed to a Cisco Video Portal Appliance](#), page 17
- [Backing Up Cisco Video Portal Appliances](#), page 19
- [Installing Cisco Video Portal Software](#), page 19

## Downloading Files That You Deployed to a Cisco Video Portal Appliance



#### Caution

Cisco does not support deployment to or storage of content files on Cisco Video Portal appliances. If you deployed any files to your appliance, this upgrade **will delete all the files automatically**.

If you have not kept any other copies of files that you deployed to a Cisco Video Portal appliance, we recommend that you download and save local copies of these files before you upgrade. You can do this from one or more HTTP URLs that show directory listings in your browser, as shown in [Figure 1](#). Note that there is one URL for each media type that your Video Portal supports.

**Figure 1 Example of HTTP URLs**

Icon	Name	Last modified	Size	Description
[DIR]	Parent Directory			
[IMG]	000000000000000000000000000000000001_	27-Sep-2007 18:52	20K	
[ ]	000000000000000000000000000000000002_	27-Sep-2007 18:53	5.4M	
[ ]	000000000000000000000000000000000003_	27-Sep-2007 18:53	4.2M	
[ ]	000000000000000000000000000000000004_	27-Sep-2007 18:53	5.5M	
[ ]	000000000000000000000000000000000005_	27-Sep-2007 18:52	253K	
[IMG]	000000000000000000000000000000000006_	27-Sep-2007 18:53	26K	
[TXT]	000000000000000000000000000000000010_	27-Sep-2007 17:38	437	

Use this procedure to learn what the HTTP URLs are on your appliance that will show directory listings.

**Procedure**

- Step 1** Choose **Video Portal** from the global navigation.
- Step 2** Choose **Setup > Deployment Locations**.
- Step 3** Copy the URLs from the Root URL Path field for each media type that your Cisco Video Portal supports.
- Step 4** Load in your browser the directory listing for one media type.
  - a. Press **Ctrl-L** to use the browser field where you enter URLs.
  - b. Press **Ctrl-V** to paste the corresponding URL into the browser field.
  - c. Press **Enter** to load the directory listing in your browser.
- Step 5** Download each file that you should save; then, edit each filename to delete its numeric prefix.



**Caution** If you have not kept any other copies of these files, cannot use the directory listings method to download them, and cannot afford to lose them, we recommend that you to call Cisco TAC **before** you install this upgrade. You will not be able to retrieve your files after they are deleted.

- Step 6** To prevent any future upgrades from deleting the files, we recommend that you do the following:
  - a. Choose and prepare a dedicated storage server to host your content files.
  - b. Complete the Cisco Video Portal appliance upgrade process in the [“Upgrading Cisco Video Portal Appliances”](#) section on page 17.
  - c. Reconfigure the deployment locations in DMM-VPM, as described in [User Guide for Cisco Digital Media Manager 5.1.x](#).
  - d. Use DMM-VPM to redeploy your content files to your dedicated storage server.

**What to Do Next**

Proceed to [“Backing Up Cisco Video Portal Appliances”](#) section on page 19.

## Backing Up Cisco Video Portal Appliances



### Caution

To preserve your data if the upgrade fails, we recommend that you plug a USB drive into the appliance USB port and back up only to the USB drive. Backups do not contain media files.

Use this procedure to back up a Cisco Video Portal appliance. This backup creates a file that includes only database and configuration information for the appliance.

### Procedure

- 
- Step 1** Log in as **admin** to Appliance Administration Interface (AAI).
- Step 2** Choose **VP\_CONTROL > BACKUP\_VP > USB**.
- 

### What to Do Next

Proceed to [“Installing Cisco Video Portal Software” section on page 19](#).

## Installing Cisco Video Portal Software



### Caution

We do not support any deployment of or storage of content files on Cisco Video Portal appliances. If you deployed any files to your Video Portal appliance, this upgrade **will delete all the files automatically**. You will not be able to retrieve or use them after they are deleted. For more information, see the [“Installing Cisco Video Portal Software” section on page 19](#).



### Caution

Do not use underscores or any other special characters in hostnames. DNS standards do not support these characters.



### Caution

Upgrading requires that the appliance be restarted twice, automatically. After the first restart is finished, you must answer **Yes** at the “Do you want to proceed with upgrade?” prompt. Otherwise, if you answer No and prevent the second restart, the appliance becomes unstable.

### Before You Begin

Obtain the Video Portal ISO image. See the [“Obtaining Software CDs to Upgrade Cisco DMS Appliances” section on page 5](#).

### Procedure

- 
- Step 1** Insert the CD into the chassis CD-ROM drive.
- Step 2** Log in as **admin** to the Appliance Administration Interface (AAI).
- Step 3** Choose **APPLIANCE\_CONTROL > SOFTWARE\_UPDATE**.
- Step 4** Follow the on-screen instructions to update the software.

- Step 5** Press **Enter** to complete the upgrade process. The appliance restarts upon completion.
  - Step 6** (Optional) Schedule a deployment to test the upgrade.
- 

## Related Cisco DMS Documentation

To locate 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](http://www.cisco.com/en/US/products/ps6681/products_documentation_roadmaps_list.html)