



Cisco AnyRes Packager 9.1

Installation and Configuration Guide

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Please Read

Important

Please read this entire guide. If this guide provides installation or operation instructions, give particular attention to all safety statements included in this guide.

Notices

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Contents

About This Guide	v
Install Packager Software	7
Software Prerequisites	8
AnyRes Packager Application Installation	11
Feature Reference	13
SDT Feature.....	14
Ad Insertion Support.....	16
SNMP	20
Appendix A Recommended Platform Configuration	22
Server Hardware	23
Hard Drive Configuration	24
Network Interface Configuration	25
Virtual Machine (VM) Configuration	26
Appendix B Maintenance Procedures	27
Transferring the Packager File	28
Log File Procedure	29
Restart Procedures	30
Troubleshooting	31
Customer Support.....	33
Appendix B Common Linux Configurations	35
Ethernet and Static Route Configuration	36
DNS Configuration	39

About This Guide

Introduction

This guide provides installation and local configuration information for the Cisco AnyRes Packager. This document also refers to the product as the Packager.

Purpose

This guide provides setup information and instructions for installing the Packager software application. AnyRes Packager is managed remotely by the Linear Stream Manager (LSM), and LSM is required for any Packager deployment. See the *Cisco Linear Stream Manager Quick Start Guide* for installation instructions, and see the *Cisco Linear Stream Manager User Guide* for channel configuration instructions. To view these documents, go to the following URL:

http://www.cisco.com/en/US/customer/products/ps11787/tsd_products_support_series_home.html

Audience

This guide is written for field operations personnel who are responsible for installing and using Packager software.

Required Skills and Expertise

System operators or engineers who install the Packager software need the following skills:

- Knowledge of Linux
- An understanding of Network IP addresses

1

Install Packager Software

Introduction

This chapter describes how to install the Packager software on the system for the first time. This chapter also lists software prerequisites and instructions for how to install them.

Review Appendix A, “Recommended Platform Configuration” prior to software installation.

In This Chapter

- Software Prerequisites 8
- AnyRes Packager Application Installation..... 11

Software Prerequisites

Certain software prerequisites must be installed to prepare the system for the installation of AnyRes Packager. All instructions assume you are running as root.

It is mandatory to use Red Hat Linux Version 5.8 for all new installations.

See vendor specific information for Red Hat operating system installation.

Note: A minimum of 250MB of available space is required for application installation.

Complete the following steps to modify operating system configuration before installing software prerequisites:

Step 1 Check all relevant Ethernet ports to make sure they are set to be operational on boot and parameters correctly set for the network configuration. Location: `/etc/sysconfig/network-scripts/ifcfg-eth0`, 1, etc. Ensure that `onboot=yes` for each port that is configured with an IP address.

See “Ethernet and Static Route Configuration” on page 36 in Appendix C for additional details.

Step 2 Enter `iptables -F` to flush the IP tables.

Step 3 Enter `chkconfig iptables off` to turn off IP Filters. Additional filtering rules can be added after installation, depending on deployment-specific security policies.

Step 4 Make sure ports 9200-9900 are not part of the local port range. To check the current range, enter `cat /proc/sys/net/ipv4/ip_local_port_range`. If the local port range overlaps 9200-9900 and must be changed, modify `/etc/sysctl.conf` using vi or another editor to add `net.ipv4.ip_local_port_range = 32000 65000`. Next, for changes to take effect, run the following command: `sysctl -p`.

Step 5 Disable the swap space to enable better system performance. To check the current configuration, enter `cat /etc/fstab`. Modify `/etc/fstab` using vi or another editor to comment out the swap entry. Insert a # at the beginning of the swap entry.

Step 6 Check to make sure that, if enabled, SELinux is set to “permissive” mode. Location: `/etc/selinux/config`. Ensure that `SELINUX=permissive`. A reboot of the system will be required after this change. Note: If you have custom SELinux policies, you may want to use the `semanage` utility to manage your existing policy, rather than configuring permissive mode.

The following steps (7-11) are for core file configuration:

Step 7 Create a core file directory if it does not already exist. Application core files are written to the `/var/core` directory. Enter `mkdir /var/core`.

Step 8 Enter `chmod 755 /var/core`.

Step 9 Modify the system core file limit by modifying the following line file:

In the file `/etc/sysconfig/init`, ensure that the line
`"DAEMON_COREFILE_LIMIT='unlimited'"` is included.

Step 10 Modify the core file format to include date and time variables by default.

In the file `/etc/sysctl.conf`, ensure that the core file pattern is set properly by adding the following line:

```
kernel.core_pattern = /var/core/core.%p.%u.%s.%e
```

Step 11 In the file `/etc/sysctl.conf`, ensure that `suidsafes` is set for core files by adding the following line:

```
Fs.suid_dumpable = 2
```

Step 12 (Recommended) Configure your server to run using NTP.

Next, proceed to the Supplemental Software Installation instructions.

Supplemental Software Installation

The following RPM packages are required prior to Packager installation:

```
"tzdata-java" "2010o-1.el5.x86_64"\
"java-1.6.0-openjdk" "1.6.0.0-1.16.b17.el5.x86_64"\
"lm_sensors" "2.10.7-9.el5.x86_64"\
"net-snmp-libs" "5.3.2.2-9.el5_5.1.x86_64"\
"net-snmp" "5.3.2.2-9.el5_5.1.x86_64"\
"rsyslog" "4.6.5-0.x86_64"\
"mongo-10gen" "2.0.5-mongodb_1.x86_64"\
"mongo-10gen-server" "2.0.5-mongodb_1.x86_64"
```

As a convenience, supplemental RPM files have been included with the installer.

Step 1 Locate the bin installer that you transferred to the server.

Step 2 Enter `chmod 755 cisco-anyres-packager-9.1.1-bXXX.bin`

Step 3 Enter `./cisco-anyres-packager-9.1.1-bXXX.bin`

WARNINGS will be generated for any changes that have not been completed in previous steps. Ensure warnings are addressed prior to moving on with the installation. The installer will generate ERRORS indicating that there are requisite RPMs required before the AnyRes Packager application can be installed. Choose **No** to exit the installer, and follow the instruction below to install any missing requisite RPMs.

The RPMs and a sample install script will be extracted to the following directory:

```
/tmp/cme_installer_rpm
```

To install all prerequisite RPMs, run the following two commands:

1. `cd /tmp/cme_installer_rpm`

2. `./sample_rpm_install`

Once the RPM install script has finished, proceed to the AnyRes Packager Application Installation instructions to finish the application installation.

Chapter 1 Install Packager Software

If any errors occur during the RPM install, you must manually correct any RPM dependencies before proceeding to the next section.

AnyRes Packager Application Installation

These instructions assume that you have already completed all steps to install software prerequisites from the Software Prerequisites section. It is also assumed that you have transferred the software image to the Packager server. See “Transferring the Packager File” on page 28 for instructions.

Before You Begin

For HSS configurations, we recommend including the following entry in the *.isml file during publishing point provisioning:

```
<meta name="restartOnEncoderReconnect" content="True" />
```

If this entry is not added, you will be required to manually shut down and start the publishing points after the Packager upgrade for Microsoft IIS origins.

Transfer the Packager File

See “Transferring the Packager File” on page 28 in Appendix B for information on transferring the software image to the Packager server.

Installing the AnyRes Packager Application

Locate the bin installation and change the file permissions if this step was not already completed during the software prerequisite steps.

Step 1 Enter `chmod 755 cisco-anyres-packager-9.1.1-bXXX.bin`

Step 2 Enter `./cisco-anyres-packager-9.1.1-bXXX.bin`

If there are any WARNINGS or ERRORS during prerequisite checks, the installer will advise to you to correct them prior to continuing with installation.

Step 3 If all prerequisites are met, the installer will continue installing the Packager application. You will see the following message after upgrade:

```
CAP Upgrade Completed Successfully! Installer log is available at
/var/log/cme/install.log.
```

After installation completes, proceed to the Verifying Successful Application Installation procedure.

Verifying Successful Application Installation

If no WARNINGS or ERRORS were generated during the installation, the AnyRes Packager application will start automatically.

Chapter 1 Install Packager Software

To verify that the application has been installed and is running, enter the following command:

service cmed status

Example output:

ChannelManager (pid 30961) is running...

For new installations, see the *Cisco Linear Stream Manager Quick Start Guide* to set up the AnyRes Packager as a managed resource. The Quick Start Guide and additional documentation can be found at: <http://www.cisco.com/c/en/us/support/video/linear-stream-manager/tsd-products-support-series-home.html>.

2

Feature Reference

Introduction

This chapter provides reference information for Packager features. These features are configured locally on the Packager server and are not managed by LSM.

In This Chapter

■ SDT Feature.....	14
■ Ad Insertion Support	16
■ SNMP	20

SDT Feature

The DVB standard for Service Description Table as part of the Service Information tables provides a way for a MPEG video transport stream to identify its content using values in a string format. This can be used by service operators to provide a "bread crumbing" functionality, so that each packet of a stream can be inspected to identify through which nodes on the network that particular packet has passed. It also provides a mechanism for fault isolation of problematic streams.

SDT Functionality

This feature of the AnyRes Packager assumes that the service operator will use the SDT standard for bread crumbing in the following way:

- 1 Video streams which have SDT enabled include SDT information on MPEG PID 0x11. There is no minimum or maximum amount of time between the arrival of TS packets containing SDT information.
- 2 The SDT access unit will include the Service Descriptor descriptor, as specified by the DVB SDT standard. This will contain a string in the service_name field, which needs to be parsed and cached, to later be passed on to the network node adjacent and downstream from the Packager which understands this relayed information.
- 3 Each SDT-supporting node that each packet passes through on the network will append its own unique identifier to the existing SDT service_name information. The delimiter between different unique identifiers within the SDT information of one SDT access unit will be the pipe ("|") character.
- 4 In this release, each SDT access unit is restricted to data contained within a single MPEG TS cell on the transport stream, even though the DVB standard says the SDT section may be up to 1024 bytes. If the incoming SDT data exceeds a single TS cell, it will be silently truncated to the data contained within the first TS cell (188 bytes).
- 5 The service operator will have tools that can read the SDT information from a stream and aid in troubleshooting.
- 6 The end-user video clients may receive the Fragmenter Information box (containing the SDT data). Therefore, no sensitive information regarding the internal setup of the service operator's network should be included in the SDT data or unique identifier.
- 7 This feature is only currently supported for HSS (Microsoft Smooth) outputs.

SDT Unique Identifier Configuration

In order to manually specify the value of the Packager's unique identifier (to be included in the SDT ISO BMFF box), the XML parameter with key **Uniqueld** can be included in the cme_config.xml configuration file.

Example configuration entry:

```
<parameter key="UniqueId">fragmenter-id</parameter>
```

This parameter has a maximum length of 255 characters, and may contain any UTF-8 character that is valid in an XML string. If the parameter exceeds the maximum length of 255 characters, an error message will be printed in the Packager log, and only the first 255 characters will be used. If this parameter is not specified or contains invalid characters, then by default the hostname of the Packager system will be used as the value of the unique identifier. It should be noted that, in a multiple Packager environment, it is up to the user to configure each Packager with a unique identifier that is not used by any other Packager in the environment.

SDT Modes

There are three modes of operation for the SDT feature: “off”, “auto”, and “on”, as described below:

- **OFF mode:** the Packager publisher will never send the FragmenterId box (the box that normally contains the information received from SDT, as well as the local Packager’s uniqueId).
- **ON mode:** the Packager publisher will always send the FragmenterId box, and this box will always contain the uniqueId, but only contain the information received from SDT if SDT has been received on the incoming stream; otherwise this SDT information field in the box will simply be an empty string.
- **AUTO mode:** the Packager publisher will only send the FragmenterId box in the event that the Packager has found SDT information which contains valid and non-empty service_name information on the incoming stream. In the case that the incoming stream has no SDT information that contains a valid and non-empty service_name field, then the Packager publisher will not send the FragmenterId box.

The XML parameter with key **SDTMode** must also be included in the cme_config.xml configuration file.

Example configuration entry:

```
<parameter key="SDTMode">on</parameter>
```

This parameter may have values of “on”, “auto”, or “off”, and is not case-sensitive. If this parameter is not specified, it will default to “off” and the SDT feature will be disabled.

Ad Insertion Support

Ad Marker Templates

In its current form, the Event Signaling and Management API specifies how an ABR packager may call out to an external Placement Opportunity Insertion Server (POIS) for each SCTE-35 marker that AnyRes Packager receives. In response, the POIS returns format-specific (for example, HSS, HLS, HDS) data to be incorporated by the Packager into the desired output format. For example, for HLS the POIS would respond with additional tags to add to an HLS playlist.

In most cases, the mapping from SCTE-35 to format-specific data is deterministic and does not require information beyond what is already carried by the SCTE-35 marker. In this case, the Packager may be able to make the translation itself, given a set of well-defined per-format templates. For this set of deterministic responses, the call to the ESAM API is therefore optional.

This document describes the mapping from SCTE-35 to per-format data. For HLS and HDS, both a template and a description of how to transform an SCTE-35 into that template are provided.

If desired, the Packager may choose to perform the transformation as described in lieu of making a callout to the ESAM API.

ESAM Template Configuration

To enable ESAM, the `/usr/local/cisco/conf/cme_config.xml` file must be updated. Add the following lines (in bold) to the `<F1>` section of the `cme_config.xml` file:

```
<F1>
  <parameter key="UdpSockReuseAddr">0x1</parameter>
  <parameter key="SDTMode">off</parameter>
  <parameter key="UniqueId">CME</parameter>
  <parameter key="EbpDebug">0x0</parameter>
  <parameter key="ESAMTemplate">(full path to ESAM
template file)</parameter>
  <parameter key="acquisitionPointIdentity">(UUID for
```

acquisition point ID)</parameter>

```

    <!-- EbpDebug off:      0x00000000 (default when
absent) -->
    <!-- EbpDebug
on:      0x00000001          -->
</F1>

```

The ESAM Template file contains a parameterized version of a simulated response from an ESAM server. The parameters in the template will be substituted with the corresponding values from the SCTE-35 marker, producing the ESAM response used to condition the content. A sample template file is provided below.

The AnyRes Packager supports dynamic ad replacement by third party APIs. CableLabs Event Signaling and Management (ESAM) is one such API, and mDialog is also supported with a different API. To enable mDialog support, the Include Cue Points option must be enabled in the LSM HLS Output configuration page.

If both mDialog and ESAM are enabled, the ESAM support will take priority.

Apple HLS

For HLS, tags will be added to the HLS stream playlist for each segment within the duration of an ad break. The tags will include a subset of information found in the template XML file. The #EXT-X-ADSTART tag will be placed just before the first segment within the ad break while the #EXT-X-ADEND will be placed just before the first segment after the end of the ad break. All segments in between will be labeled with #EXT-X-ADSPAN tags. All tags include the UPID from the SCTE-35 marker. Additionally, the #EXT-X-ADSPAN tag includes the TimeFromSignal, indicating the elapsed time from the beginning of the avail (as indicated by the StreamTime element). The TimeFromSignal is expressed in decimal units of seconds.

Splice Insert Tags

First Segment:

```
#EXT-X-ADSTART:UPID="$startSignal$"  
#EXT-X-DISCONTINUITY
```

Span Segment:

```
#EXT-X-ADSPAN:UPID="$startSignal$"TimeFromSignal=...
```

End Segment:

```
#EXT-X-ADEND:UPID="$endSignal$"  
#EXT-X-DISCONTINUITY
```

Template Format

AnyRes Packager will accept an ESAM template file which defines the template ad marker for each output format. The format of this template will be equivalent to that of the ESAM ManifestConfirmConditionNotification. Within the template, a few variables are defined, delimited by the '\$' character. These include:

- 1 *acquisitionPointIdentity* – configured on the Packager/JITP
- 2 *acquisitionSignalID* – randomly generated per signal
- 3 *signalPointID* – extracted from segmentation_upid in SCTE-35 Segmentation Descriptor
- 4 *startSignal* – signalPointID of OUT SCTE-35 marker
- 5 *endSignal* – signalPointID of IN SCTE-35 marker
- 6 *duration* – extracted from segmentation_duration in SCTE-35 Segmentation Descriptor

NOTE: The ``${timeFromSignal}`` macro is not actually a template variable. Instead, this string is passed as-is to the HLS publisher, which then substitutes the elapsed ad break time so far, as specified above.

Example template file:

```
<ManifestConfirmConditionNotification>
<ManifestResponse acquisitionPointIdentity="`$acquisitionPointIdentity`"
  acquisitionSignalID="`$acquisitionSignalID`"
  signalPointID="`$signalPointID`" duration="`$duration`" dataPassThrough="false">
  <SegmentModify>
    <FirstSegment>
      <Tag locality="before" value="`#EXT-X-DISCONTINUITY`"/>
      <Tag locality="before"
        value="`#EXT-X-ADSTART:UPID=$startSignal`"/>
    </FirstSegment>
    <SpanSegment>
      <Tag adapt="true"
        value="`#EXT-X-ADSPAN:UPID=$startSignal$,TimeFromSignalStart=
        `${timeFromSignal}`"
      />
    </SpanSegment>
    <LastSegment>
      <Tag locality="before"
        value="`#EXT-X-ADEND:UPID=$endSignal`"/>
      <Tag locality="before" value="`#EXT-X-DISCONTINUITY`"/>
    </LastSegment>
  </SegmentModify>
</ManifestResponse>
</ManifestConfirmConditionNotification>
```

Adobe HDS

For HDS, cueInfo tags will be added to the manifest containing information for each cue point . The tags will include a subset of information found in the template XML file.

Template Format

AnyRes Packager will accept an ESAM template file which defines the template ad

marker for each output format. The format of this template will be equivalent to that of the ESAM ManifestConfirmConditionNotification. Within the template, a few variables are defined, delimited by the '\$' character. These include:

- 1 *signalPointID* Comes from the Segmentation upid in segmentation descriptor
- 2 *hdsTime* This is the time of the splice represented in fractional seconds
- 3 *hdsDuration* The duration of the splice from segmentation descriptor or break duration
- 4 *availNum* The number of this avail from the segmentation descriptor
- 5 *availsExpected* Total number of avails from the segmentation descriptor

An example template file is shown below:

```
<cue type="SpliceOut" id="$signalPointID$"  
  time="$hdsTime$" duration="$hdsDuration$"  
  programId="2354" availNum="$availNum$"  
  availsExpected="$availsExpected$" />
```

HDS manifest will be modified, such that cueInfo tags are added to the manifest containing information for each cue point for the corresponding segment.

An example manifest after conditioning will look as follows:

```
<manifest xmlns="http://ns.adobe.com/f4m/1.0" version="2.0">  
  <bootstrapInfo id="bootstrap1234">...BootstrapInfo...</bootstrapInfo>  
  <cueInfo id="cueInfo1234">  
    <cue type="SpliceOut" id="1" time="266.061"  
duration="30.5"  
      programId="2354" availNum="1" availsExpected="5" />  
  </cueInfo>  
  <media streamId="stream1_500kbps" url="stream1_500kbps"  
    bootstrapInfoId="bootstrap1234" cueInfoId="cueInfo1234" />  
</manifest>
```

If there are multiple cues present, they will be listed within the cueInfo tag:

```
<cueInfo id="cueInfo1234">  
  <cue type="SpliceOut" id="1" time="266.061" duration="30.5"  
    programId="2354" availNum="1" availsExpected="5" />  
  
  <cue type="SpliceOut" id="1" time="366.061" duration="30.5"  
    programId="2354" availNum="1" availsExpected="5" />  
</cueInfo>
```

SNMP

On AnyRes Packager, the SNMP MIB file can be found at:

`/usr/share/snmp/mibs/INLET-VIDEO-ENCODER-MIB.my`

Target trap destinations are stored at:

`/etc/rsyslog.conf`

Traps are stored at:

`/etc/rsyslog-snmp.conf`

TrapName	OID	Packager Alarm
inletTrapCPUHigh	1.3.6.1.4.1.27265.71.21.1.9	CPU High
inletTrapMemoryLow	1.3.6.1.4.1.27265.71.21.1.10	Memory High
inletTrapDiskLow	1.3.6.1.4.1.27265.71.21.1.11	Disk Usage High
inletTrapEthernetOutputState Change	1.3.6.1.4.1.27265.71.21.1.12	Interface Down
inletTrapInputUnderflow	1.3.6.1.4.1.27265.71.22.1.1	InputUnderflowAlarm
inletTrapInputOverflow	1.3.6.1.4.1.27265.71.22.1.2	InputOverflowAlarm
inletTrapOutputOverflow	1.3.6.1.4.1.27265.71.22.1.3	OutputOverflowAlarm
inletTrapPrimaryOutputFail	1.3.6.1.4.1.27265.71.22.1.4	PrimaryOutputNotConnected
inletTrapSecondaryOutputFail	1.3.6.1.4.1.27265.71.22.1.5	SecondaryOutputNotConnected
inletTrapSegmentationDuration	1.3.6.1.4.1.27265.71.22.1.6	Segment Duration
inletTrapChannelExited	1.3.6.1.4.1.27265.71.22.1.7	ChannelExitedAlarm
inletTrapContinuityCount	1.3.6.1.4.1.27265.71.22.1.8	TR101-290 Continuity Count Error
inletTrapPID	1.3.6.1.4.1.27265.71.22.1.9	TR101-290 PID Error
inletTrapPCR	1.3.6.1.4.1.27265.71.22.1.10	TR101-290 PCR Error
inletTrapPTS	1.3.6.1.4.1.27265.71.22.1.11	TR101-290 PTS Error

TrapName	OID	Packager Alarm
inletTrapSyncByte	1.3.6.1.4.1.27265.71.22.1. 12	TR101-290 Sync Byte Error
inletTrapTransportError	1.3.6.1.4.1.27265.71.22.1. 13	TR101-290 Transport Error
inletTrapCRC	1.3.6.1.4.1.27265.71.22.1. 14	TR101-290 CRC Error
inletTrapPAT	1.3.6.1.4.1.27265.71.22.1. 15	TR101-290 PAT Error
inletTrapPMT	1.3.6.1.4.1.27265.71.22.1. 16	TR101-290 PMT Error
inletTrapCAT	1.3.6.1.4.1.27265.71.22.1. 17	TR101-290 CAT Error

A

Recommended Platform Configuration

In This Appendix

■ Server Hardware	23
■ Hard Drive Configuration.....	24
■ Network Interface Configuration.....	25
■ Virtual Machine (VM) Configuration	26

This appendix provides the recommended platform configuration for AnyRes Packager.

Server Hardware

See the table below for recommended blade and rack mount server configurations.

UCS B Series (blade)

UCSB-B200-M3-U	UCS B200 M3 Blade Server	1
UCS-CPU-E5-2665	2.40 GHz E5-2665 processor	2
UCS-MR-1X082RY-A	8GB DDR3-1600-MHz	16
A03-D300GA2	300GB 6Gb SAS 10K	2
UCSB-MLOM-40G-01	VIC 1240 modular LOM for M3 blade servers	1

UCS C Series (1RU rack mount)

UCSC-C220-M3S	UCS C220 M3 1RU Server	1
UCS-CPU-E5-2665	2.40 GHz E5-2665 processor	2
UCS-MR-1X082RY-A	8GB DDR3-1600-MHz	16
A03-D300GA2	300GB 6Gb SAS 10K	2
UCSC-RAID-11-C220	RAID SAS Card for C220 (0/1/10/5/50)	1
UCSC-PSU-650W	650W power supply	2

Also, for C Series only, choose one of the following network adapters, depending on deploy requirements.

UCSC-PCIE-IRJ45 Quad Port 1Gb NIC Adapter

OR

UCSC-PCIE-ITG Intel X540 Dual Port 10GBase-T Adapter

Contact your Cisco representative for hardware inquiries that fall outside the above recommended hardware configurations.

Hard Drive Configuration

Packager logs and core files will be written to the following directories. We recommend that you configure each of these directories in separate partitions.

Root partition	/	10 Gb or greater
Application files	/var	5 Gb or greater
Application log files	/var/log	20 Gb or greater
Application core files	/var/core	10 Gb or greater
User files	/usr	10 Gb or greater

Network Interface Configuration

We recommend that you configure a separate network interface for Input, Output, and Management. See Appendix C for additional configuration details.

Interface 1	Management	Control of Packager from LSM server
Interface 2	Input	Ingest of ATS multicast streams from transcoder
Interface 3	Output	Post packaged output to origin server(s)

Note: For UCS C series rack mount deployments, if 10 G interfaces are used, they should be mapped to Input and Output interfaces.

Virtual Machine (VM) Configuration

The AnyRes Packager software can also run in a virtualized environment. See the table below for the recommended VM configuration.

Note: We recommend increasing the rx ring buffer size on Packager ingest interfaces. See Appendix C, “Ethernet and Static Route Configuration” for additional details.

Direct I/O mode is also recommended for configurations exceeding 20 channels. Refer to vendor-specific documentation for additional details.

Minimum Recommended VM Configuration Parameters	
8x vCPU	
32GB Memory	
10Gbit NIC	
RHEL 5.8	
55GB Storage	
Disk Partitioning:	
Directory	Size
/	10 Gb
/var	5 Gb
/var/log	20 Gb
/var/core	10 Gb
/usr	10 Gb

When running the above VM configuration, change the default scale parameter from 150 to 50 on the AnyRes Packager after any upgrade or installation. This modification will reduce the number of channels to 50 for any given VM instance.

To change the default scale parameter, update the `/usr/local/cisco/conf/cme_config.xml` file. Change the following entry from:

```
<cme_capacity> <max_channels>150</max_channels>  
</cme_capacity>
```

To:

```
<cme_capacity> <max_channels>50</max_channels>  
</cme_capacity>
```

B

Maintenance Procedures

This appendix contains information about procedures you can use with AnyRes Packager.

In This Appendix

■ Transferring the Packager File	28
■ Log File Procedure	29
■ Restart Procedures	30
■ Troubleshooting	31
■ Customer Support	33

Note: In general, you should make sure you are running as root user before executing the commands in these procedures.

Transferring the Packager File

You may find the AnyRes Packager software at the following URL:

<http://www.cisco.com/c/en/us/support/video/videoscape-anyres-packager/tsd-products-support-general-information.html>

Transfer the following bin file to the AnyRes Packager root directory via sftp or scp:

cisco-anyres-packager-9.1.1-bX.bin

In this file name, X represents the software build number.

According to your operating system, choose one of the following transfer methods:

Windows

Recommended programs: FileZilla, WinSCP, or other client that supports sftp.

If using FileZilla, complete the following steps to transfer the bin file:

- Step 1** From the File menu, choose **Site Manager**.
- Step 2** Click New Site.
- Step 3** Enter the Host name.
- Step 4** For Protocol, choose **SFTP**.
- Step 5** For Logon Type, choose **Normal**.
- Step 6** Enter the user name and password.
- Step 7** Click **Connect**.
- Step 8** Navigate to the directory on AnyRes Packager where you want to transfer the image, and drag the rpm file into this location.

Linux/Unix

For SFTP, enter `sftp@<encap_ip> put <cisco-anyres-packager-9.1.1-bXXX.bin>`.

For SCP, enter `cisco-anyres-packager-9.1.1-bXXX.bin <user>@<ip>:<directory>`.

Log File Procedure

How to get log files for support

Step 1 Run the following command `/usr/local/cisco/bin/tacreport` to create the logfile package. This utility will collect detailed information about the system, software, and setup of your system. This process can take a few minutes to complete.

Step 2 Locate the created .tgz logfile package in your user home directory.
Example: `/root/cme-1.20130829123854.tgz`

Step 3 Transfer the log file off of the Packager server via SFTP or other file transfer method.

Step 4 Send the file to Cisco for further analysis.

Restart Procedures

How to restart the Packager service

Enter `service cmed restart` to restart the Packager service.

How to restart the operating system

Enter `shutdown -r 1` to restart the system.

Note: This will give a 1 minute delay before the kernel reboots .

Troubleshooting

Cannot detect a video stream in Channel Configuration

- Verify that multicast video source is present:
 - Verify that the network cable is plugged in
 - Verify that the video source is running
 - Verify that the video source is an H.264 transport stream
- Verify that the channel is configured with the correct Segment Marking setting. Encoder boundary point is the recommended segment marking.
- Verify that multicast routing is enabled in the kernel. To ensure the multicast route is added for your video input interface add address:224.0.0.0 and mask:240.0.0.0 to `/etc/sysconfig/network-scripts/route-ethX`.

For additional interface details, see Appendix C: “Common Linux Configurations”.

Output overflow alarms

- Verify that the output interface is connected and routed properly.
- Verify that the target server and publishing point are set up and functioning properly.

If only a subset of channels are indicating this alarm, check that the publishing point URLs are set correctly.

Input underflow alarms

- Verify that the input interface is connected and routed properly.
- Verify that the input source is running.

Channel input alarm EBP (Encoder boundary point)

This alarm is set when the channel configuration for boundary type indicates EBP, but EBP is not seen on the input for over 30 seconds.

- Check the transcoder EBP configuration.
- Check the channel EBP configuration.

Channel output alarm partitioning failure

This alarm indicates that the channel is unable to find an appropriate point to partition the incoming stream in order to generate a new fragment or segment.

Appendix B Maintenance Procedures

- Check the transcoder configuration
- Check the channel segmentation configuration

Video playback is poor quality on a subset of channels

Check if quality is poor for all Packager channels, or only for individual channels. If an individual channel is bad, check the input configuration settings for that channel. In particular, ensure that the B Frames value on the Input tab is set correctly. If B frames are present in the input stream, this value should be set to Enabled.

Video playback is poor quality on all channels

- Check if the origin server capacity is overloaded.
- Check if network capacity has been exceeded on either the input or output of the Packager.
- Check for CPU, memory, or disk alarms.

How to take a capture of the input source

For deployments with multiple Packagers, log in to the Packager, and note the channel name and which Packager the channel is running on.

Next, login to the Packager command line interface and run the following commands:

```
ps aux | grep Channel | grep <channel name>
```

Note the process identifier (PID). This will be the second number listed from the command.

Next, run the following command using the PID from above.

```
netstat -ap | grep <pid> | grep udp
```

This will show you incoming multicast and port range for the channel.

Next, capture the input as follows:

```
tcpdump -s 1600 -w <channel_name>.pcap portrange <starting port>-<end port>
```

Example:

```
tcpdump -s 1600 -w channel1.pcap portrange 40000-40007
```

Customer Support

If You Have Questions

If you have questions about this product, contact the representative who handles your account for information.

If you have technical questions, contact Cisco support. Use the following link for the TAC Service Request Tool:

<http://tools.cisco.com/ServiceRequestTool/create/launch.do>

C

Common Linux Configurations

This appendix contains information about common Linux procedures.

In This Appendix

- Ethernet and Static Route Configuration..... 36
- DNS Configuration 39

Ethernet and Static Route Configuration

When multiple network interfaces are present, it may be necessary to add a static route on the interface configured to receive video.

Ethernet and static route configurations are kept within the following directory:

```
/etc/sysconfig/network-scripts/
```

Each interface will have a corresponding file in this directory where X indicates the interface number.

Example:

```
/etc/sysconfig/network-scripts/ifcfg-ethX
```

Use vi or other suitable command line editor to configure each required interface.

Example:

```
DEVICE=eth0
BOOTPROTO=none
ONBOOT=yes
NETWORK=10.10.10.0
NETMASK=255.255.255.0
IPADDR=10.10.10.100
GATEWAY=10.10.10.1
```

Note: You will only add GATEWAY to the interface that will be used for the default route.

To add a static route to an existing interface, edit the following file, where X equals the interface number.

Edit the file `/etc/sysconfig/network-scripts/route-ethX`

This is an example of adding a static route to the interface receiving multicast input.

Example: Adding a static route on interface Ethernet interface 0(ifcfg-eth0)

Edit the file `/etc/sysconfig/network-scripts/route-eth0`

Add the line:

```
239.0.0.0/24 nexthop via 10.10.10.1
```

You can apply changes to the network interfaces after configuration by restarting the network services.

Note: if you are not logged into the server through a console connection or KVM, this command will terminate your session and require a re-login.

service network restart

To check the routing table, enter the following command.

netstat -rn

Example output:

```

Destination  Gateway      Genmask      Flags  MSS  Window  irtt  Iface
172.18.36.0  0.0.0.0     255.255.255.0  U      0 0    0 eth0
0.0.0.0     172.18.36.1 0.0.0.0     UG     0 0    0 eth0

```

Use ping or traceroute commands to determine proper interface and route configuration, or contact your system administrator or further technical support.

Note: For installations exceeding 25 linear channels, we recommend increasing the network interface rx buffer size.

This should be done from the UCS Management console and within the operating system as follows:

Connect to the UCS Manager by navigating to the IP of the FIA in a browser, and then clicking **Launch UCS Manager** and opening the .jnlp file it downloads.

- Step 1** Log in (default username is admin, password)
- Step 2** On the left hand side top bar (Equipment, Servers, LAN, etc.) click **Servers**
- Step 3** Scroll down to Policies, expand it, right-click **Adapter Policies**
- Step 4** Click Create Ethernet Adapter Policy
- Step 5** Create a policy with the following values:
 - Transmit Queues: 1
 - Ring Size: 4096
 - Receive Queues: 32
 - Ring Size: 4096
 - Completion Queues: 33
 - Interrupts: 35
- Step 6** Click **OK** to save the policy
- Step 7** Go back to the Servers list, expand "Service Profiles" and then expand the configured group
- Step 8** Locate the service profile on your blade, expand it, and then expand the list item "vNICs"
- Step 9** For each vNIC, set the Adapter Policy to the one you just created, and click **Save Changes**. Note your blade will then reboot immediately to allow changes to take effect.

Additionally, an ethtool entry should be placed at the end of the /etc/rc.local file.

Modify the rx buffer as follows, where X indicates the interface number:

```
ethtool -G ethX rx 4096
```

The following command can be used to verify the changes after reboot:

Enter `ethtool -g ethX`

Example:

`[root@localhost ~]# ethtool -g eth0`

Ring parameters for eth0:

Pre-set maximums:

RX: 4096

RX Mini: 0

RX Jumbo: 0

TX: 4096

DNS Configuration

DNS or static hosts entries will be required if the user configures Packager output publishers using a name instead of IP address.

Use vi or other suitable command line editor to configure DNS name server.

```
/etc/resolv.conf
```

Add an entry to for the DNS server in the following format:

```
nameserver <ip address>
```

Example :

```
nameserver 10.10.10.10
```

Optionally static host entries can be configured if the user does not require DNS.

```
/etc/hosts
```

Add an entry to the hosts file in the following format:

```
<ip> <hostname>
```

Example:

```
10.10.10.10 xyzcdn.com
```




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