

Digital Media Manager Version 5.4 Run Task Window Hangs After an Upgrade

TAC

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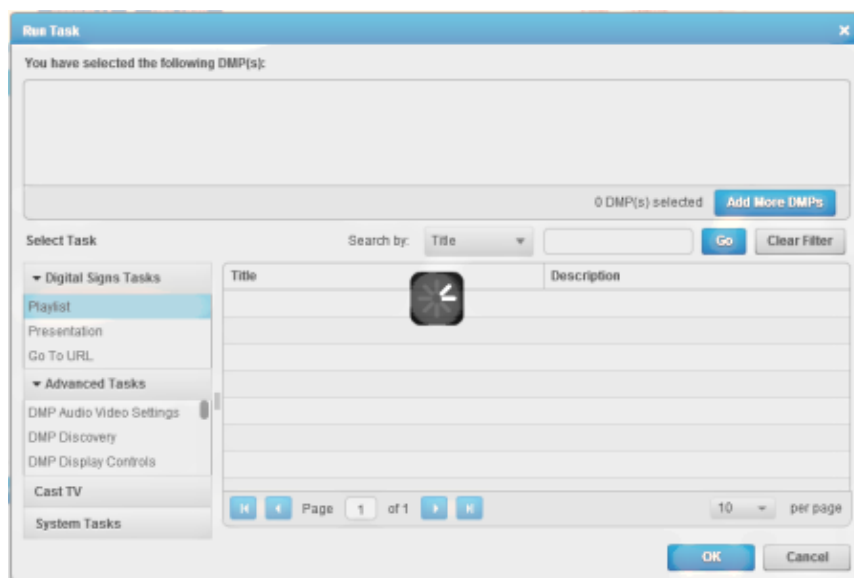
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Introduction

This document describes how to address a problem where the Run Task window hangs after you upgrade the Cisco Digital Media Manager (DMM) to Version 5.4.

Problem

After you upgrade the DMM to Version 5.4, the network administrator attempts to manage the Digital Media Players (DMP) with the Run Task option. The page never loads and shows the continuous spinning icon captured in this image.



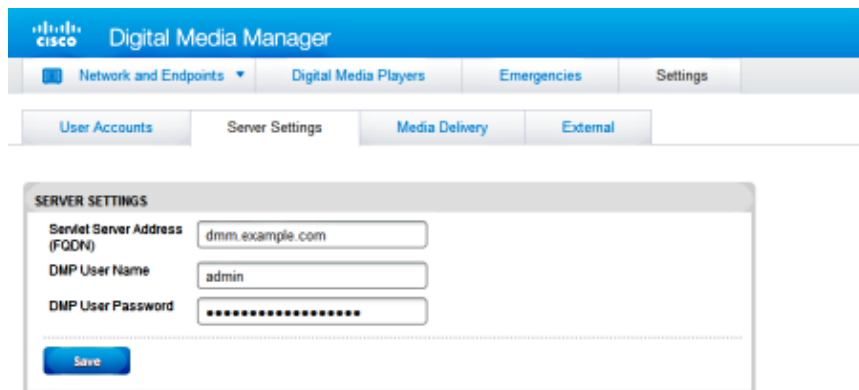
This problem might also surface when you attempt to upload content to a channel.

The DMM Version 5.4 cannot resolve the proper IP address. The problem is most likely triggered after an upgrade from Version 5.3, because it does not enforce the use of a Fully Qualified Domain Name (FQDN) for the Servlet Server Address.

DMM Version 5.4 enforces the use of FQDN, instead of the IP address, for the Servlet Server Address. The problem is documented under Cisco Bug ID CSCtx63069.

Solution

The solution is to change the Servlet Server Address to a FQDN as shown here:



The screenshot shows the Cisco Digital Media Manager web interface. The top navigation bar includes 'Network and Endpoints', 'Digital Media Players', 'Emergencies', and 'Settings'. Below this, there are tabs for 'User Accounts', 'Server Settings', 'Media Delivery', and 'External'. The 'SERVER SETTINGS' section is active and contains three input fields: 'Servlet Server Address (FQDN)' with the value 'dmm.example.com', 'DMP User Name' with the value 'admin', and 'DMP User Password' with a masked password. A 'Save' button is located at the bottom of the settings panel.

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