



Monitoring and Maintaining the Digital Media Player

Series 2 DMPs: DMP-2K and SV-4K

Series 3 DMPs: CV-HD and CV-UHD

Series 4 DMPs: CV-HD2 and CV-UHD2

This module describes the workflow and tasks to monitor and maintain the working operation of the digital media player. It is intended for Cisco Vision Dynamic Signage Director administrators and installers.

For more information, see also the [Release 6.2: Cisco Vision Dynamic Signage Director Operations Guide](#).

This module includes the following topics:

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Performing a Regular Reboot of the Digital Media Players

Perform a regular reboot of the devices to maintain normal operation of the digital media players. We recommend a weekly reboot.

For information about how to configure the Reboot DMP system task, see the [Task Note: Configure Reboot DMPs](#).

Note: The reboot task applies globally to all media player devices. It is not enabled by default.

Verifying Digital Media Player Compliance

The **Management Dashboard** allows you to compare values on the DMP device against required values configured in the Cisco Vision Dynamic Signage Director DMP settings.

[Figure 1 on page 66](#) shows how a DMP device should appear when it is fully compliant with the configured Cisco Vision Dynamic Signage Director settings:

- Required Value—Value configured in Cisco Vision Dynamic Signage Director, or automatically set by the system.
- Value on Device—Setting that the DMP device is running.

Figure 1 Normal Compliance for a DMP Device

Name	Required Value	Value on Device
✓ dwsEnabled	yes	yes
✓ init.DHCP	on	on
✓ init.startService_ntpc	yes	yes
✓ init.startService_snmp	yes	yes
✓ ntpc.hostname	1.ntp.esl.cisco.cor	1.ntp.esl.cisco.com
✓ ntpc.interval	3600	3600
✓ ntpc.timezone	PST	PST
msi.sw_vlan	\$svd_ignore	225
✓ use_igmp_v2	false	false
✓ init.version	8.0.72	8.0.72

Table 1 DMP Compliance Property Descriptions

Property Name	Description
dwsEnabled	Enables ability to access the DMPs Diagnostic Web Server. ¹
init.DHCP	Value is always “on.” Static IP addresses are not supported.
init.startService_ntpc	NTP client service on the DMP device. Value is always “yes.”
init.startService_snmp	(Release 4.1 and Later) SNMP agent service on the Series 2 and Series 3 device. Default value is no.
init.version	DMP firmware version.
ntpc.hostname	Name of the NTP server for the DMP. For PTP slaves, setting the time via NTP is disabled on DMP.
ntpc.interval	Interval (in seconds) after which the PTP master synchronizes its time with the NTP host.
ntpc.timezone	Timezone for the DMP.
msi.sw_vlan	Switch VLAN reported by LLDP for the DMP. “\$svd_ignore” setting in Dynamic Signage Director means that the value is not used for compliance verification.
use-igmp_v2	This corresponds to the global DMP setting “Force IGMPv2” (under Networking).

1. The global DMP setting “Enable DWS” (under Networking) should match what the DMP reports. It is possible for a DMP to report a value different from the registry key. This can happen when DWS is enabled or disabled via DMP Command.

To verify digital media player compliance:

1. From the **Main Menu**, click **More > Management Dashboard > DMP and TV Controls > Monitoring > Get Status**.
2. In the **Select Devices** panel, select all DMPs about which you want an updated status.
3. Click the **Play (>)** button located at bottom left of the panel.
4. In the Device List panel, select the device that you want to verify.
5. Go to the device details area at the bottom of the panel and click the **Compliance** tab.

Clearing the Storage on the Digital Media Player

The DMP devices have different sizes of local storage:

- The CV-HD2 DMPs have 128 GB of storage with approximately 100 GB available for content.
- The CV-UHD2 DMPs have 128 GB of solid-state storage with approximately 100 GB available for content.
- The SV-4K and Series 3 DMPs have 120 GB of solid-state storage with approximately 100 GB available for content.
- The DMP-2K DMPs have 64 GB of solid-state storage with approximately 53 GB available for content.

If you are running out of storage or need to recover the SSD, clear the storage on the media player.

To find information about available storage:

1. Select a DMP device in the **Management Dashboard** device list.
2. Click the **Settings tab >Storage** in the device details area of the dashboard.

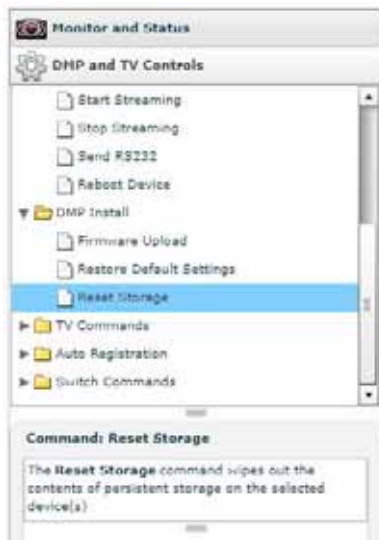
Note: The HTML runtime must be running on the digital media player to use this task.

You also can find information about available storage if you view device details from thumbnail view in **Device Management (CCM)**.

To clear the storage on the digital media player:

1. From the **Main Menu**, click **More > Management Dashboard**.
2. Select the DMP devices that you want to clear.
3. Go to **DMP and TV Controls > DMP Install > Reset Storage** ([Figure 2 on page 67](#)).

Figure 2 Reset Storage Command



4. Click **Play**.

The contents of the SSD storage is removed (including the Cisco Vision Dynamic Signage Director runtime software and script contents) on the Series 2 and Series 3 devices. The devices will not automatically reboot after this command.

5. Select **DMP Commands > Reboot Device**.

6. Click **Play**.

The selected devices reboot and re-provision firmware and settings.

Clearing Registries on the Digital Media Player by Restoring Factory Defaults

To clear the registries on the digital media player:

1. From the **Main Menu**, click the **More > Management Dashboard**.

2. Select the devices that you want to clear.

3. Go to: **DMP and TV Controls > DMP Install > Restore Default Settings**.

4. Click **Play**.

5. Any persistent device settings on the DMPs are erased and the box will be in factory default state. The DMP automatically reboots and re-provisions its firmware and settings.