Monitoring Media Player Operation During an Event Using Device Management

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User Role: Administrator / Help Desk / Support / Venue Operator / Venue Administrator

This module describes how to monitor operation of media players using Device Management in Cisco Vision Director.

Information About Device Management

The Device Management application shows at-a-glance device status information for media players and their attached TV displays during an event (Figure 27 on page 171).

Figure 27 Accessing the Device Management Application

Device Management Highlights

- Is accessible from the Cisco Vision Director Main Menu.
- Supports multi-venue site selection.
- Polls media players every 120 seconds (default) and auto-refreshes the monitoring display.
- Supports different ways to view device status.
- Allows you to select media players that you want to monitor by group/zone or search by Location Name, Description, IP or MAC address.
Device Management Views

- Allows you to filter the selected device list by several criteria, such as by DMP state or media player model, among others.
- Provides button for Administrator to restart a media player.

Device Management Roles

**Note:** The Administrator is the only role that can restart media players within the Device Management app, or change the polling interval in the Management Dashboard.

Device Management can be used by the following Cisco Vision Director user roles:

- Administrator
- Help Desk
- Support
- Venue Administrator
- Venue Operator

Device Management Views

Device Management supports two basic monitoring views of device status:

- Grid View—Provides detailed device status information in a tabular format.
- Thumbnail View—Provides device status as a thumbnail snapshot of content running on the TV along with a red or green icon showing the DMP state.

From either thumbnail or grid view, you can show or hide the device tree that appears on the left side of the screen.

Grid View

**Figure 28 on page 172** shows an example of the device information that can be seen in grid view, in addition to the status icon and controls that are also available from thumbnail view.

**Figure 28  Grid View Monitoring Example**
Thumbnail View

Figure 29 on page 173 shows a view with snapshots of content playing on those devices.

Figure 29  Thumbnail View Monitoring Example

Device Management Filters

Device Management allows you to apply filter criteria to the devices selected for visual monitoring to see devices with specific characteristics or conditions:

- DMP State
- Model
- TV Status
- DMP Health
- TV Health

Note: The filters do not apply to all DMPs in the system. They only apply to the DMPs (groups/zones) that you have selected in the device tree list.

Figure 30 on page 174 shows the specific types of filter criteria available.
Best Practices for Device Management

When working with Device Management, consider the following best practices:

- Do not change the DMP polling interval to less than the 12000 ms (2 minutes) default.
- To reduce network traffic, only enable monitoring for the DMPs that you want to observe for the event.

How to Use Device Management

This section includes the following topics:

- Prerequisites for Device Management, page 174
- Restrictions for Device Management, page 175
- Understanding the Device Management Screen, page 175
- Enabling Monitoring of Devices in Device Management, page 175
- Viewing DMP Details in Device Management, page 176
- Rebooting DMPs in Device Management, page 177
- Changing the Device Management Polling Period, page 178

Prerequisites for Device Management

Before you configure Device Management, be sure that the following conditions are met:

- DMPs are created in Cisco Vision Director.
DMPs are assigned to zones, groups, and locations.

Restrictions for Device Management

Before you use Device Management, consider the following restrictions:

- Only users with role of Administrator can reboot DMPs from Device Management.

Understanding the Device Management Screen

Figure 31 on page 175 shows the default Device Management screen (thumbnail view with device list tree) and the options available there.

Enabling Monitoring of Devices in Device Management

User Role: Administrator / Help Desk / Support / Venue Operator / Venue Administrator

By default, monitoring of devices in Device Management is disabled.

To enable monitoring of devices in Device Management:

1. From the Device Management screen, show the device list tree.

2. In the Devices box, select the DMP group or zone that you want to enable.

TIP: Disabled DMPs display "Non Monitorable" on the screen when you select them (Figure 32 on page 176).

3. Click the drop-down arrow beside the DMP(s) that you want to enable for monitoring and select the Visual Monitoring checkbox (Figure 32 on page 176).
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Viewing DMP Details in Device Management

User Role: Administrator / Help Desk Support / Venue Operator / Venue Administrator

You can view a lot of information about DMPs from Device Management including addressing information, firmware version, disk space and configuration.

To view DMP details in Device Management:
1. From Device Management, go to thumbnail view.
2. Search for or filter the current display to find the DMP that you want information about.
3. Click the thumbnail of the DMP. The DMP Summary page displays (Figure 33 on page 176).

From here, there are TV controls you can manage such as:
- Channel selection
- TV On
- TV Standby
- Refreshing the DMP device
- Rebooting the DMP device

4. To see configuration information such as switch and script information, click Configuration. The DMP Configuration page displays (Figure 34 on page 177).

From here, there are TV controls you can manage such as:
- Group
How to Use Device Management

- Active Script
- Switch
- Video Mode
- Screen Resolution

**Figure 34  DMP Configuration Panel**

Rebooting DMPs in Device Management

User Role: Administrator / Venue Administrator

ONLY users with the Administrator role can reboot DMPs from within Device Management.

The reboot devices button can be used from either the grid view (Figure 35 on page 178) or thumbnail view (Figure 36 on page 178).
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Changing the Device Management Polling Period

User Role: Administrator / Venue Administrator

By default, Device Management polls devices to update status every 120 seconds.

To change the Device Management polling period:

1. From the Management Dashboard, go to Dynamic Signage Director Configuration > System Configuration > Management Dashboard > DMP Health Poller.

2. In the Configuration Property box, find the Normal Poll Interval in seconds.

3. In the value box, type the time period in ms.

4. Click the disk icon to save your changes.

**TIP:** You do not need to reset the SV-4K and DMP-2K to apply the new value. Whenever a script starts, the media player retrieves the global settings.