



# Monitoring Media Player Operation During an Event Using Device Management

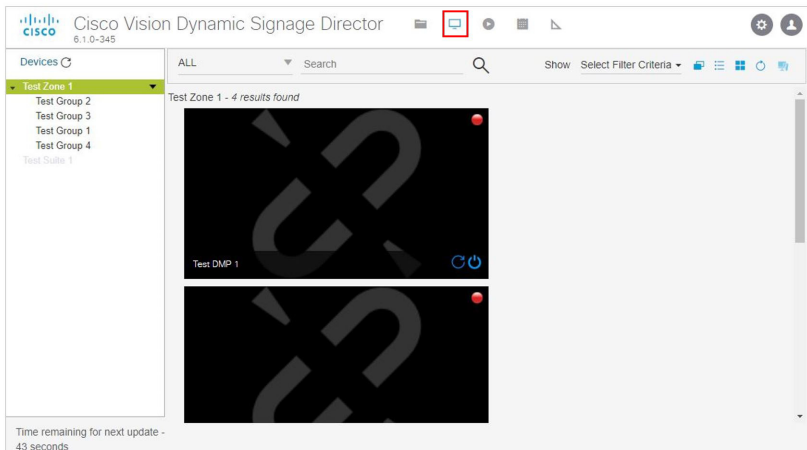
User Role: Administrator / Help Desk/ Support / Venue Operator / Venue Administrator

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 1 on page 199](#)).

**Figure 1** Accessing the Device Management Application



## Device Management Highlights

- Is accessible from the Cisco Vision Director (**Main Menu**) Library.
- 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:
  - All criteria
  - Location Name

## Device Management Views

- Description
- IP address
- MAC address
- Allows you to filter the selected device list by:
  - DMP state
  - DMP model
  - TV status
  - DMP health
  - TV health
- Provides icon for Administrator to Refresh or Restart a digital 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

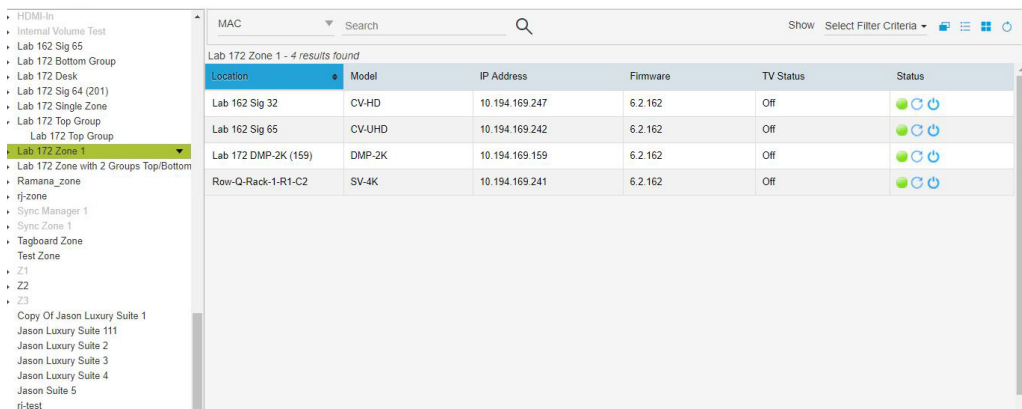
Device Management supports three monitoring views of device status:

- Toggle Tree View—Provides the Devices Panel and the Thumbnail View of the devices or toggles to only thumbnails.
- 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.

## Grid View

[Figure 2 on page 201](#) shows an example of the device information that can be seen in grid view, in addition to the status icons and controls that are also available from thumbnail view ([Figure 3 on page 202](#)).

## Device Management Views

**Figure 2** Grid View Monitoring Example


Location	Model	IP Address	Firmware	TV Status	Status
Lab 162 Sig 32	CVHD	10.194.169.247	6.2.162	Off	● 🔄 ⏻
Lab 162 Sig 65	CV-UHD	10.194.169.242	6.2.162	Off	● 🔄 ⏻
Lab 172 DMP-2K (159)	DMP-2K	10.194.169.159	6.2.162	Off	● 🔄 ⏻
Row-Q-Rack-1-R1-C2	SV-4K	10.194.169.241	6.2.162	Off	● 🔄 ⏻

## Enhancements to Device Management

- Hover over the icons in the top right for functions.
- Supports multiple device selection using **Ctrl** and **Shift** keys for functionality such as TV On/Off, DMP Reboot, and Refresh
- Click the Refresh icon to refresh your preview, without having to wait for the next auto-refresh cycle to show a preview. This works for multiple DMPs, too.
- Within a Zone or Group, you can select multiple DMPs and perform a function (such as turn devices On/Off).
- Search channel names in the detail box.

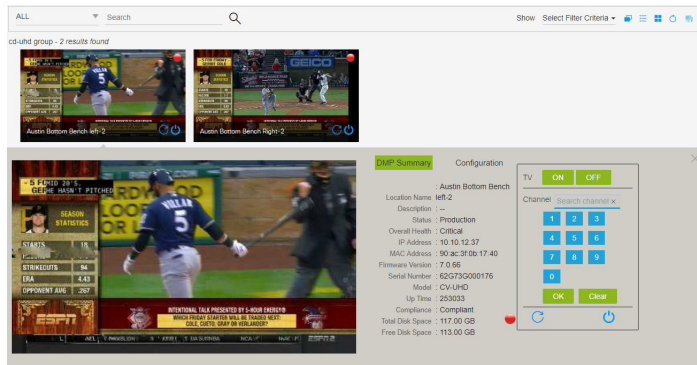
To choose many devices in a Group or Zone, use **Ctrl** and **Shift** keyboard shortcuts to allow you to select large amounts of devices to perform Refresh, Reboot, TV ON and TV OFF functions. This speeds device control functions.

**To select multiple devices and perform an action:**

1. Go to **Device Management**.
2. Choose a **Zone, Group**, or device from the left panel.
3. In either Gridview or Thumbnail view, select as many devices as you need. Use **Ctrl (Control)** or **Shift** to select individual devices, skip around, or choose a range.
4. Choose an action to perform: **Refresh, Reboot, TV ON, TV OFF**, or **search Channel Name** (Figure 3 on page 202).

Device Management Filters

**Figure 3 Thumbnail View of DMP, Summary**



Or, select multiple devices from Gridview and perform an action (Figure 4 on page 202).

**Figure 4 Select Multiple Devices with Shift and Control Keys**



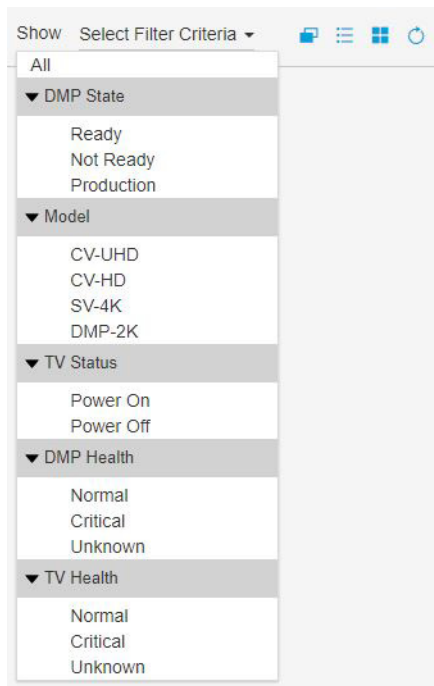
## Device Management Filters

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 5 on page 203 shows the specific types of filter criteria available.

**Figure 5 Device Management Display Filter Criteria**

## 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 203](#)
- [Restrictions for Device Management, page 204](#)
- [Understanding the Device Management Screen, page 204](#)
- [Enabling Monitoring of Devices in Device Management, page 204](#)
- [Viewing DMP Details in Device Management, page 205](#)
- [Rebooting DMPs in Device Management, page 206](#)
- [Changing the Device Management Polling Period, page 207](#)

## Prerequisites for Device Management

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

## How to Use Device Management

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

## Restrictions for Device Management

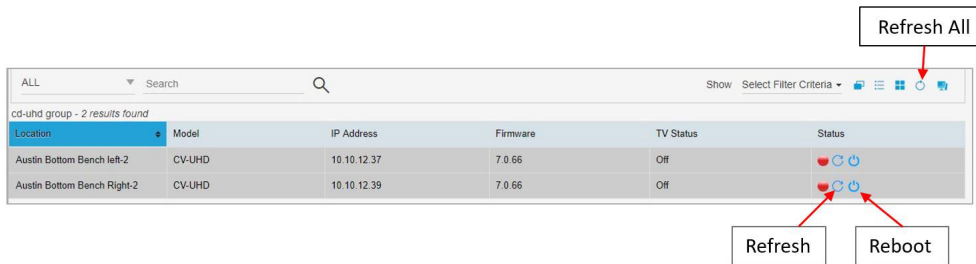
Before you use Device Management, consider the following restrictions:

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

## Understanding the Device Management Screen

Figure 6 on page 204 shows the Device Management screen (grid view) and the options available there.

**Figure 6** Device Management Screen Navigation



## 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:**

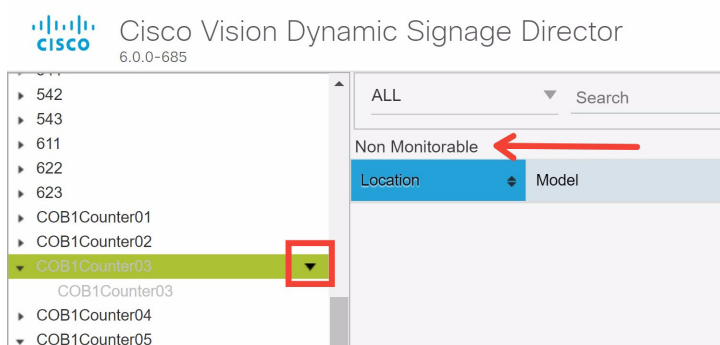
1. From the Device Management screen, show the device list tree.
2. In the Devices box, select the DMP group or zone that you want to enable.

**TIP:** Disabled DMPs display “Non Monitorable” on the screen when you select them (Figure 7 on page 205).

3. Click the drop-down arrow beside the DMP(s) that you want to enable for monitoring and select the Visual Monitoring checkbox (Figure 7 on page 205).

How to Use Device Management

**Figure 7 Visual Monitoring Checkbox**



## Viewing DMP Details in Device Management

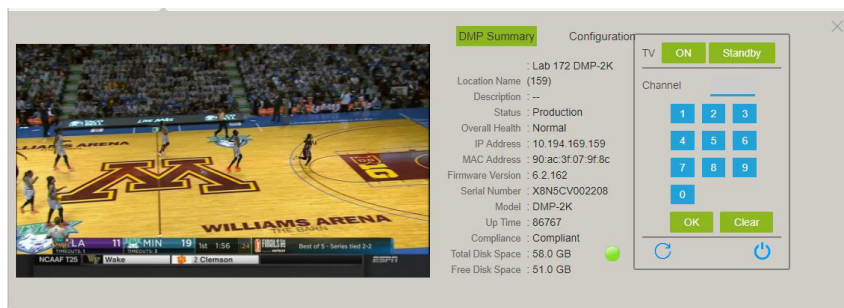
User Role: Administrator / Help Desk Support / Venue Operator / Venue Administrator

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 8 on page 205).

**Figure 8 DMP Summary Panel**



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

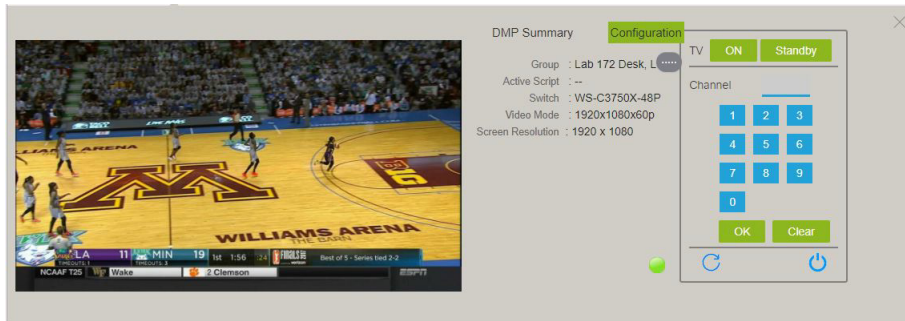
4. To see configuration information such as switch and script information, click **Configuration**. The DMP Configuration page displays (Figure 9 on page 206).

From here, there are TV controls you can manage such as:

How to Use Device Management

- Group
- Active Script
- Switch
- Video Mode
- Screen Resolution

Figure 9 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 10 on page 207](#)) or thumbnail view ([Figure 11 on page 207](#)).



How to Use Device Management

**Figure 10 Reboot Device Button–Grid View**

Location	Model	IP Address	Firmware	TV Status	Status
Lab 172 DMP-2K (1359)	DMP-2K	10.194.169.159	6.2.162	Off	

**Figure 11 Reboot Device Button–Thumbnail View**



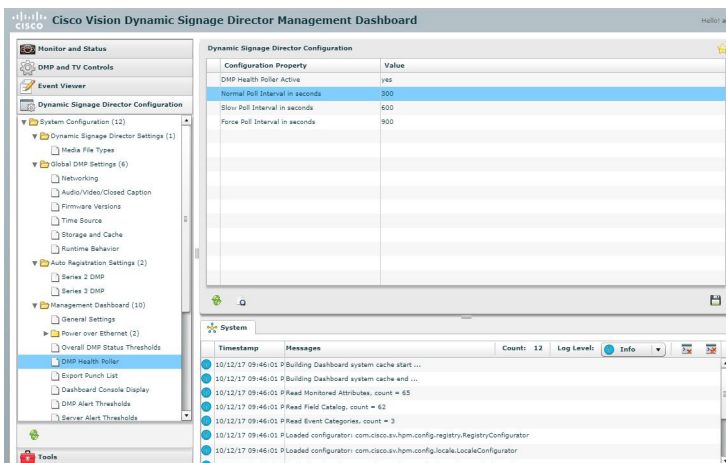
## Changing the Device Management Polling Period

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. Go to **Tools > Management Dashboard > 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.

## How to Use Device Management

**TIP:** You do not need to reset the DMPs to apply the new value. Whenever a script starts, the media player retrieves the global settings.