·I|III|II CISCO

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 219).

Figure 1 Accessing the Device Management Application

	sco Vision Dynar	nic Signage Di	rector	₽ 0	■ ⊾ ⇔		≡ ⊥
Devices	Ó	All	T	Q	Select Filter Criteria	~	
▼ Sample Zone		Sample Group - 1	of 1 devices found				
Sample Grou	p						
San Jose		-					
Sample							
		Ima	ge not available				
		Lab DMP 1	Ċ U				
Time remaining for	next update - 3 seconds						

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:

Cisco Systems, Inc. www.cisco.com

Device Management Views

- All criteria
- Location Name
- 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 221 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.

Device Management Views

Indication Dynamic Signage Director Devices All Sample Group Sample Group Sample Group<								
Devices All Select Filter Criteria <th< td=""><td>altala cisco</td><td>Cisco Vision Dynan 6.2.0-579</td><td>nic Signage Director</td><td></td><td>□ 0 🗎 🗠 🌣</td><td></td><td></td><td>≡ ⊥</td></th<>	altala cisco	Cisco Vision Dynan 6.2.0-579	nic Signage Director		□ 0 🗎 🗠 🌣			≡ ⊥
Sample Zone Sample Group - 1 of 1 devices found San Jose Location Name Model IP Address Firmware TV Status Status Sample Lab DMP 1 CV-UHD 10.194.170.114 Image: Comparison of the co	Devices	Ŏ	All 🔻		Q Select Filter Criteria	~		
Sample Group Location Name Model IP Address Firmware TV Status Status Sample Lab DMP 1 CV-UHD 10.194.170.114 Image: Comparison of the compa	 Sample 	e Zone	Sample Group - 1 of 1 devices four	nd				
San Jose Location Name Model IP Address Firmware TV Status Status Sample Lab DMP 1 CV-UHD 10.194.170.114 • • • • • • • • • • • • • • • • • • •	Sampl	le Group						
Sample	San Jose	e	Location Name	Model	IP Address	Firmware	TV Status	Status
	Sample		Lab DMP 1	CV-UHD	10.194.170.114			
Ime remaining for next update - 95 seconds	Time remain	ning for next update – 95 seconds						

Figure 2 Grid View Monitoring Example

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 222).

Device Management Filters

All	v	X Q Select	Filter Criteria 💌		
ab 172 Zone 1_	- 6 of 6 devices found				
A Gentia Pow Lab. 162 Sig 32		Ca Lab_102 Sig 65		Lab. 172. DMP-2K (159	
			DMP Summary	Configuration	>
	HU-		Location Name : La	b 162 Sig 32	TV ON OFF
These large a solar			Description :	184.189.247	Channel
en ander Seier	56		Description : IP Address : MAC Address : 90	:ac:3f:0d:99:06	Channel
	55		Description : IP Address : MAC Address : 90 Firmware Version : 8.0	:ac:3f:0d:99:06 0.77	Channel 1 2 3 4 5 6
	56		Description : IP Address : III MAC Address : 90 Firmware Version : 8. Serial Number : 61	:ac:3f:0d:99:06 D.77 D78P001222	Channel
de Geo	375 tia Power	ER COCO CO	Description : IP Address : III MAC Address : 90 Firmware Version : 8.0 Serial Number : 61 Model : CV	kac:3f.0d:99:06 0.77 D78P001222 /-HD	Channel
a Gen	S75 tra Power PERI	er manente. CCCCO	Description : IP Address : III MAC Address : 90 Firmware Version : 8.1 Serial Number : 61 Model : CV Up Time : 17	:ac:3f-0d:99:06 0.77 D78P001222 /-HD	Channel 1 2 3 4 5 6 7 8 9 0
∠ Geo	sys tia Power PER	er Maniente CCCCO	Description : IP Address : III MAC Address : 90 Firmware Version : 8.1 Serial Number : 61 Model : CX Up Time : 17 Compliance : CC	tac:3f-0d:99:06 0.77 D78P001222 /-HD 1119 xmpliant c.eo.02	Channel 1 2 3 4 5 6 7 8 9 0 0 CLEAR

Figure 3 Thumbnail View of DMP Summary

Or, select multiple devices from Gridview and perform an action (Figure 4 on page 222).

Figure 4 Select Multiple Devices with Shift and Control Keys

ALL V	earch	Q		Show Se	lect Filter Criteria 👻 🖶 🗮 🗴 💀
J-uhd group - 2 results found					
ocation	Model	IP Address	Firmware	TV Status	Status
sustin Bottom Bench left-2	CV-UHD	10.10.12.37	7.0.66	Off	● C 0
ustin Bottom Bench Right-2	CV-UHD	10.10.12.39	7.0.66	Off	000

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.

Best Practices for Device Management

Figure 5 on page 223 shows the specific types of filter criteria available.

Figure 5 Device Management Display Filter Criteria

	Q	Select Filter Criteria	•
		All	
		▼ DMP State	
		Ready	
		Not Ready	
		Production	
		▼ Model	
		CV-UHD2	
		CV-HD2	
		CV-UHD	
		CV-HD	
		SV-4K	
		DMP-2K	
		▼ TV Status	
		Power On	
		Power Off	
		▼ DMP Health	
		Normal	
		Critical	
		Unknown	
		▼ TV Health	
		Normal	
		Critical	
		Unknown	

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 120000 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 223
- Restrictions for Device Management, page 224
- Understanding the Device Management Screen, page 224
- Enabling Monitoring of Devices in Device Management, page 224
- Viewing DMP Details in Device Management, page 225
- Rebooting DMPs in Device Management, page 226
- Changing the Device Management Polling Period, page 226

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 luxury suites.

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 224 shows the Device Management screen (grid view) and the options available there.

Figure 6 Device Management Screen Navigation

ALL	 Search 	Q		Show Se	lect Filter Criteria 👻 🖶 🗮 🗴 🌹
d-uhd group - 2 resu	ults found				
ocation	Model	IP Address	Firmware	TV Status	Status
Austin Bottom Bench	left-2 CV-UHD	10.10.12.37	7.0.66	Off	●C (0)
ustin Bottom Bench	Right-2 CV-UHD	10.10.12.39	7.0.66	Off	000

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 225).

 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 225).

Figure / Visual Monitoring Chee	ckbox		
Devices	Õ	All	
► Zone 1		Zone 1 - 1 of 1 d	evices found
▼ Zone 2			
Group 2			
Zone 3			15
Zone 4			
Zone 5		CENTRY ON THIS DA	TE IN 2001 MJ CAME OUT OF
		Test DMP Jalore 0	All Madred 2 (SWA) 7-330-1 2 etablistication of Massess
			\checkmark

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 225).

Figure 8 DMP Summary Panel



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

- Channel selection
- TV On
- 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 226).

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

- 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 4 on page 222) or thumbnail view (Figure 3 on page 222).

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 More > 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.

Monitor and Status		Dynamic Signage	Director Configuration						
DMP and TV Controls		Configuration	Property	Value					
с Лания		DMP Health Polle	r Active	yes					
Event viewer		Normal Poll Inter	rval in seconds	300					
Dynamic Signage Director Configuration		Slow Poll Interva	I in seconds	600					
System Configuration (12)	1	Force Poll Intervi	al in seconds	900					
V Dynamic Signage Director Settings (1)	ш								
Media File Types	ш								
V Clobal DMP Settings (6)	ш								
Networking	ш								
Audio/Video/Closed Caption	ш								
Firmware Versions	ш								
Time Source	11								
Storage and Cache	ш								
Runtime Behavior	ы								
V Auto Registration Settings (2)	m								
Series 2 DMP	ш								
Series 3 DMP	ш								
Wanagement Dashboard (10)	ш	۵. 😚							
General Settings	13				-				
Power over Ethernet (2)	11	System							
Overall DMP Status Thresholds	Ш	Timestamp	Messages		Count: 12	Log Level:	Info	· · · · ·	2.2
DMP Health Poller		10/12/17 09:46:0	1 P Building Dashboard	system cache start					-
Export Punch List		10/12/17 09:46:0	1 P Building Dashboard :	system cache end					
Dashboard Console Display		10/12/17 09:46:0	1 P Read Monitored Attri	butes, count = 65					
DMP Alert Thresholds		10/12/17 09:46:0	1 P Read Field Catalon, o	count = 62					
C Course Alext Threadworlds	3	10/12/17 09:46:0							
Server Alers Threations			I Pikead event Category	et. Courte - J					

- **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 DMPs to apply the new value. Whenever a script starts, the media player retrieves the global settings.