



# Cisco Video Surveillance Manager 6.3 Recovery DVD

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This document describes how to create a recovery DVD for Cisco Video Surveillance Manager (Cisco VSM) release 6.3. This bootable DVD contains a recovery image that you can use to restore the operating system on a server or restore the server to the factory state, if needed.

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## Supported Servers

The Cisco VSM 6.3 recovery image is supported on the following Cisco Multi-Services Platform (MSP) server models on which the Cisco VSM 6.x server software is preinstalled:

- CIVS-MSP-1RU
- CIVS-MSP-2RU
- CIVS-MSP-4RU
- CPS-MSP-1RU-K9
- CPS-MSP-2RU-K9

Other server models and servers shipped with earlier versions of the Cisco VSM software are not compatible with the recovery process that this document describes.



## Creating a Recovery DVD

This section describes how to create a recovery DVD by obtaining the recovery image and placing it on a blank DVD.

### Requirements

- A computer with a DVD writer and either Microsoft Windows 7 or DVD burning software
- Blank writable DVD media (such as DVD-R, DVD+R, DVD-RW, DVD+RW)

### Procedure

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- Step 1** On a Windows PC on which Windows 7 or DVD writing software is available, take these actions to download the recovery image:
- a. Go to <http://www.cisco.com/go/physicalsecurity>.
  - b. Click **View All Products**.
  - c. Choose **Cisco Video Surveillance Manager > Software downloads > Download Software > Video Surveillance Media Server Software > 6.3.1**.
  - d. Download the Video Surveillance Manager 6.3.1 recovery DVD ISO image file. For example: vsm631-21-recovery-17.iso.
- Step 2** On the Windows PC, put a blank writable DVD in the DVD drive.
- Step 3** Take either of these actions:
- In Windows 7, right-click the recovery DVD ISO image file and choose **Burn disc image**. Then choose the desired DVD writer from the list of DVD drives and click **Run** to burn the ISO image to the blank DVD disc
  - Use your DVD writing software to burn the ISO image file to the DVD
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## Restoring the Operating System from a Recovery DVD

This section describes how to use a recovery DVD to restore the operating system on a server.

### Requirements

- USB DVD drive
- Prepare a DVD disc as described in the “[Creating a Recovery DVD](#)” section on page 2.
- Disconnect any USB or external storage devices (including SAN storage) from the server.

### Procedure

To restore the operating system from a recovery DVD, follow these steps:

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- Step 1** Power off the server on which you need to restore the operating system.
- Step 2** If any USB storage devices are connected to the server, disconnect them from the server.
- Step 3** Disconnect (unplug) any external storage connected to the server (such as SAN storage connected through a fibre channel).

- Step 4** Connect the USB DVD drive to a USB port on the server and power on the server.
- Step 5** Put the recovery DVD in the USB DVD drive.
- Step 6** When the Supermicro logo appears, press the **F11** key.
- Step 7** In the menu that allows you to select the boot device, choose the USB DVD drive.
- Step 8** At the DVD menu, take either of these actions:
- Type **factory** and then press **Enter**—Restores the server to its factory default settings, reinstalls the operating system, and clears and reconfigures the RAID. If the RAID is already configured, the configuration is cleared and the server reboots before the installation completes. In this case, boot from the USB DVD drive a second time and select the factory option again.
- Caution:** This action deletes all video files.
- Type **recovery** and then press **Enter**—Reinstalls the operating system.
- This action preserves the RAID configuration and video files.
- The server reboots.
- Step 9** When the server comes back up, remove the USB DVD drive.
- Step 10** On the server, configure system, network, and related settings as appropriate for your deployment.
- For instructions, see the “Performing the Initial Configuration of the Multi Services Platform” chapter in *Cisco Video Surveillance Manager Getting Started Guide, Release 4.2/6.2*.

## Troubleshooting

In some cases, the server does not boot from the internal RAID after you restore the operating system and a flashing cursor appears on the screen. If this situation occurs, the boot software was not written before the server rebooted. To this issue follow these steps:

### Procedure

- Step 1** Connect the USB DVD Drive to the server and reboot the server.
- Step 2** When the Supermicro logo appears, press the F11 key.
- Step 3** In the menu that allows you to select the boot device, choose the USB DVD drive.
- Step 4** At the DVD menu, type **rescue** at the prompt and press the **Enter** key.
- The server boots from the DVD.
- Step 5** When the server completes booting, type **root** at the login prompt.
- Step 6** Enter these commands:
- ```
# mount /dev/sda1 /mnt
# cd /mnt
# grub
Grub> root (hd0,0)
Grub> setup (hd0)
Grub> quit
```

```
# sync
```

```
# cd
```

```
# umount /dev/sda1
```

```
# reboot
```

The server should now reboot normally.

## Related Documentation

Refer to the following documentation for additional information about Cisco Video Surveillance, including server installation, system configuration, video monitoring, and other features.

| Topic                                      | Related Document                                                                                                                                                                                                                     | Description                                                                                                                                                                |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All Documents                              | Cisco Video Surveillance documentation website:<br><a href="http://www.cisco.com/en/US/products/ps10818/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps10818/tsd_products_support_series_home.html</a> | Links to all of the documents described in this table.                                                                                                                     |
| Release Notes                              | Release Notes for Cisco Video Surveillance Manager, Release 6.3                                                                                                                                                                      | Describes the new and changed features, open and resolved caveats, and other information.                                                                                  |
| Server installation                        | Cisco Physical Security Multiservices Platform Series User Guide                                                                                                                                                                     | Instructions for installing and setting up the Cisco VSM server appliance. Each server can run the Media Server application, the Operations Manager application, or both.  |
| Browser-based configuration and monitoring | Cisco Video Surveillance Operations Manager User Guide                                                                                                                                                                               | Use the browser-based Operations Manager to configure and manage a Cisco VSM deployment.<br><br>The Operation Manager can also be used to monitor live and recorded video. |
| Video clip player                          | Cisco Video Surveillance Review Player User Guide                                                                                                                                                                                    | Use the <b>Cisco VSM Review Player</b> desktop application for basic playback of multi-pane video clips.                                                                   |
| Workstation requirements                   | Cisco Video Surveillance Monitoring Workstation Performance Baseline Specification                                                                                                                                                   | Baseline performance specifications for a video surveillance monitoring workstation.                                                                                       |

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