



Recovery Guide for Cisco Digital Media System 5.0 Appliances

June 26, 2008

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Recovery Guide for Cisco Digital Media System 5.0 Appliances
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Preface

Revised: June 26, 2008, OL-15760-01

This chapter includes the following sections:

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Purpose

This guide describes in detail the procedure for performing a Digital Media Manager recovery and a Video Portal recovery.

Audience

The intended audience for this guide is systems or network administrators who install, configure, or troubleshoot Cisco DMS appliance hardware.

Document Conventions

This guide uses these text formatting conventions:

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic</i> font
Displayed session and system information	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen</i> font
Menu items and button names	boldface font

Item	Convention
Selecting a menu item in paragraphs	Option > Network Preferences
Selecting a menu item in tables	Option > Network Preferences

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

**Tip**

Means *the following information will help you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.

Related Documentation

For a list of all Cisco DMS product documentation, see the *Guide to Documentation for the Cisco Digital Media System* at the following URL:

http://www.cisco.com/en/US/products/ps6681/products_documentation_roadmaps_list.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.



CHAPTER 1

Recovery Procedure for Cisco Digital Media Manager 5.0

Revised: June 26, 2008, OL-15760-01

This document provides the information that you require to recover from a software failure of the Cisco Digital Media Manager (DMM) 5.0.

This document includes the following sections:

- [Prerequisites](#)
- [Recovery Procedure](#)

Prerequisites

Complete the following tasks before you begin:

- Contact your sales engineer or Cisco TAC to obtain the recovery DVD for Cisco Digital Media Manager 5.0.
- Write down the network configuration information appropriate for your site, either DHCP or Static (IP address, subnet mask, and gateway).

Recovery Procedure

Before recovering the DMM appliance, you perform a backup to create a file from which to restore. The backup file includes all the configuration and database information for the DMM appliance, including license information, so you (1) do not need to obtain new or reinstall existing licenses and (2) cannot use this recovery procedure to replicate the configuration from one DMM appliance to another.



Caution

Because backup files contain only configuration and database information, any media files on the DMM appliance are erased during recovery.

This section includes the includes the following topics:

- [Backing Up the DMM, page 1-2](#)
- [Recovering the DMM, page 1-4](#)

- [Restoring the DMM, page 1-13](#)
- [Verifying Replication, page 1-14](#)

Backing Up the DMM

You can back up a DMM appliance by using DMS-Admin or AAI. Be aware of the following differences between the backup files that these two methods produce:

- DMS-Admin—Creates a backup file that includes database and configuration information for the DMM appliance and the Video Portal appliance if configured. See the [“Using DMS-Admin to Back Up the DMM” section on page 1-2](#).
- AAI—Creates a backup file that includes database and configuration information only for the appliance on which you run the backup. See the [“Using AAI to Back Up the DMM” section on page 1-2](#).

Using DMS-Admin to Back Up the DMM

Use this procedure to backup your DMM appliance by using DMS-Admin. For more information about DMS-Admin or backups, see the *User Guide for Cisco Digital Media Manager 5.0* on Cisco.com.

-
- | | |
|---------------|--|
| Step 1 | Log in to DMS-Admin. |
| Step 2 | Click Administration > Backup . |
| Step 3 | In the Create Backup area, click Download . |
| Step 4 | Choose a secure location for your backup file, and click Save . |
-

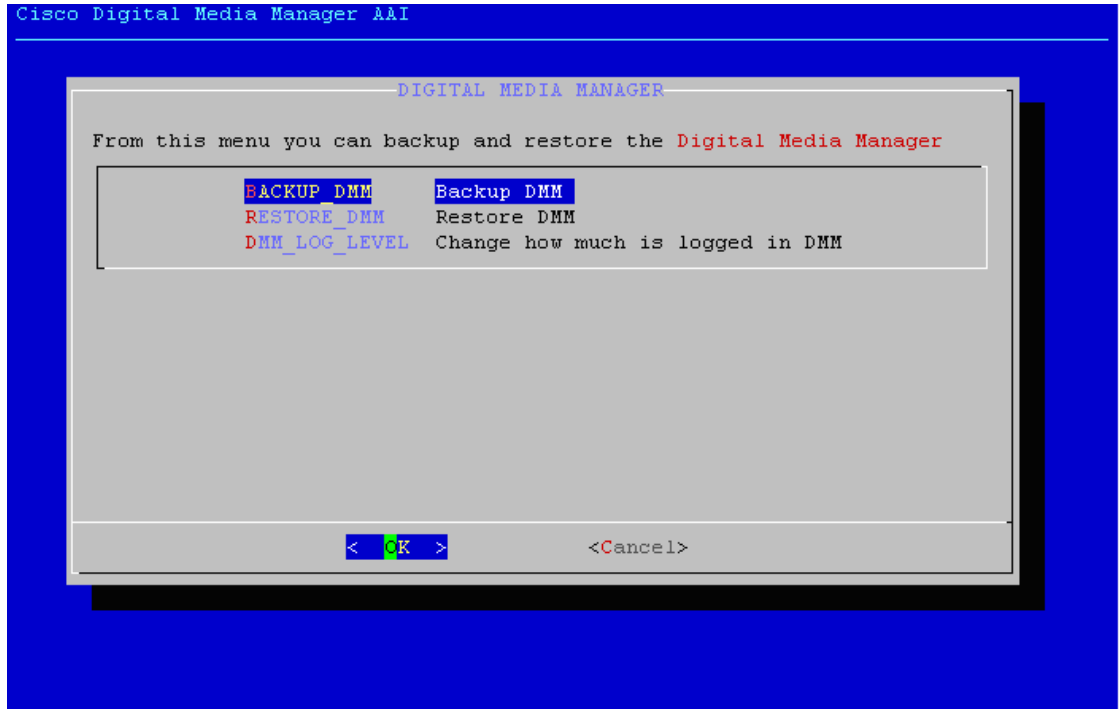
Using AAI to Back Up the DMM

Use this procedure to back up the settings, configurations, and video metadata on your DMM appliance by using AAI.

You can back up to a USB or Video Portal appliance. If you backup to a USB, be aware of the following information:

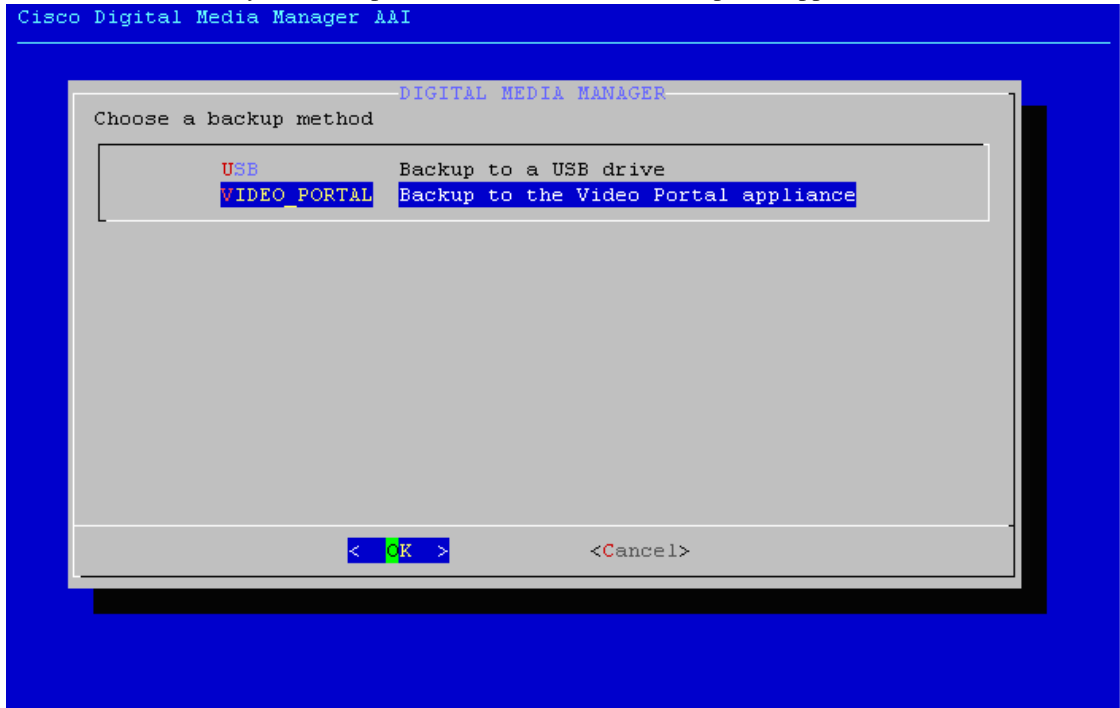
- One file per backup is added at the root of the USB flash drive.
- The space that is required for the backup file depends on the size of the database. As a guideline, a typical backup is under 10 MB but can be up to 100 MB, depending on your deployment.

- Step 1** Log in to the DMM appliance administration interface (AAI), and select **DMM_CONTROL > BACKUP_DMM**.



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- Step 2** Choose a method for your backup: a USB drive or to the video portal appliance.



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- Step 3** Proceed to the "Recovering the DMM" procedure on page 1-4.

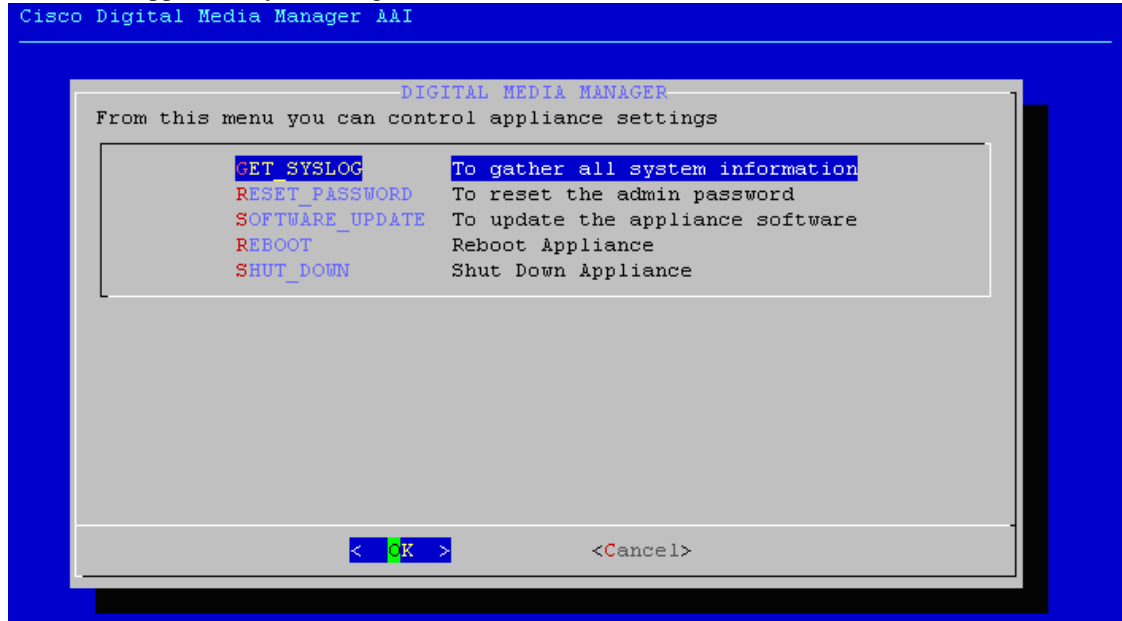
Recovering the DMM


Caution

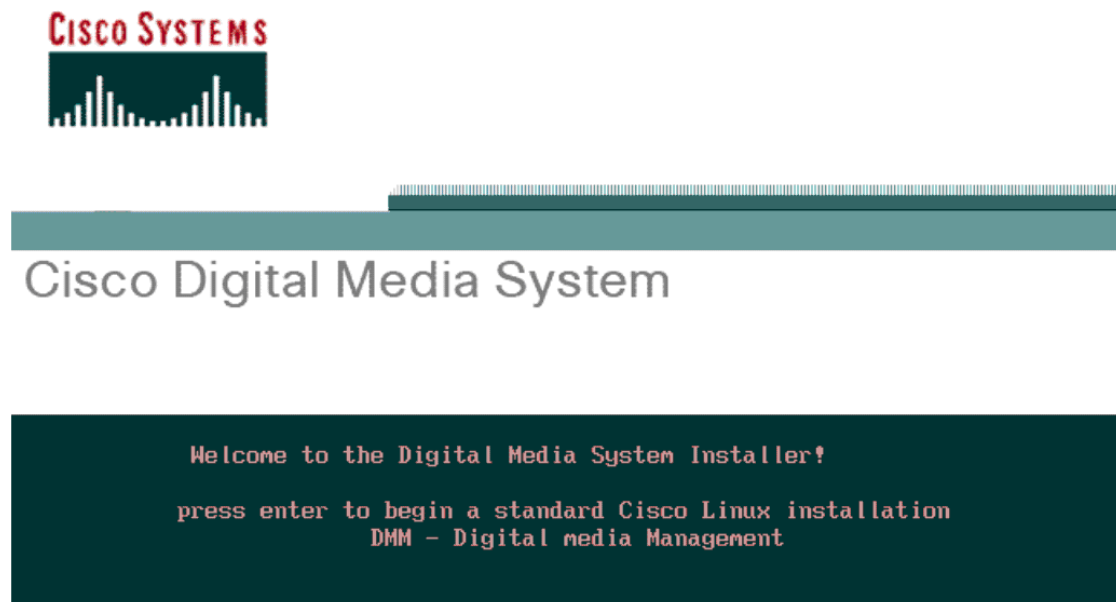
Any digital signage data that is stored on the DMM appliance will be erased when you recover the DMM.

To recover the DMM, complete the following steps:

- Step 1** Insert the recovery DVD in the CD/DVD-ROM drive.
- Step 2** Reboot the appliance by selecting **APPLIANCE_CONTROL > REBOOT**.

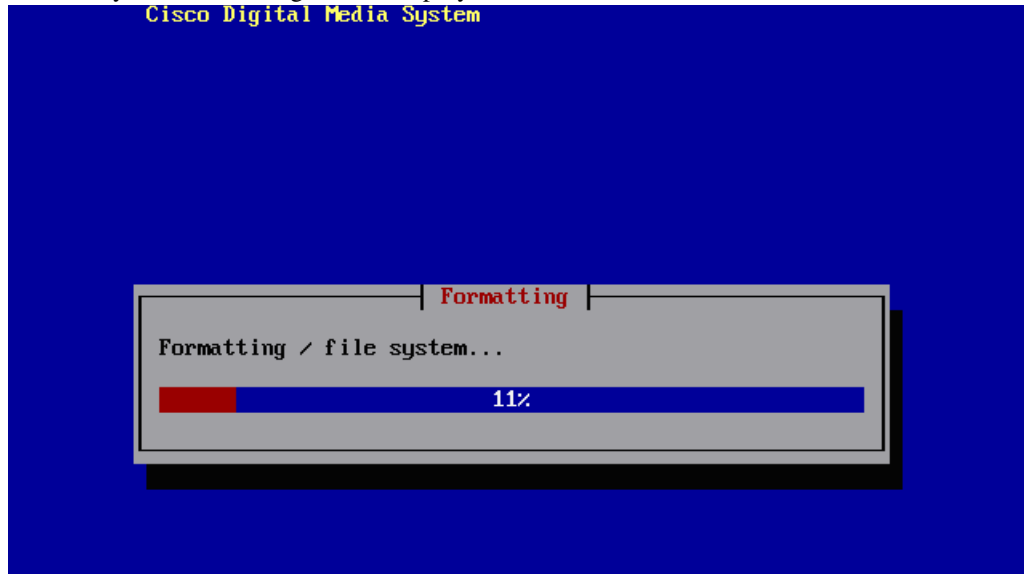


- Step 3** Select **Yes** to reboot the appliance, and press **Enter**.
- If you can see the following screen briefly, the server appliance is booting from the recovery DVD.

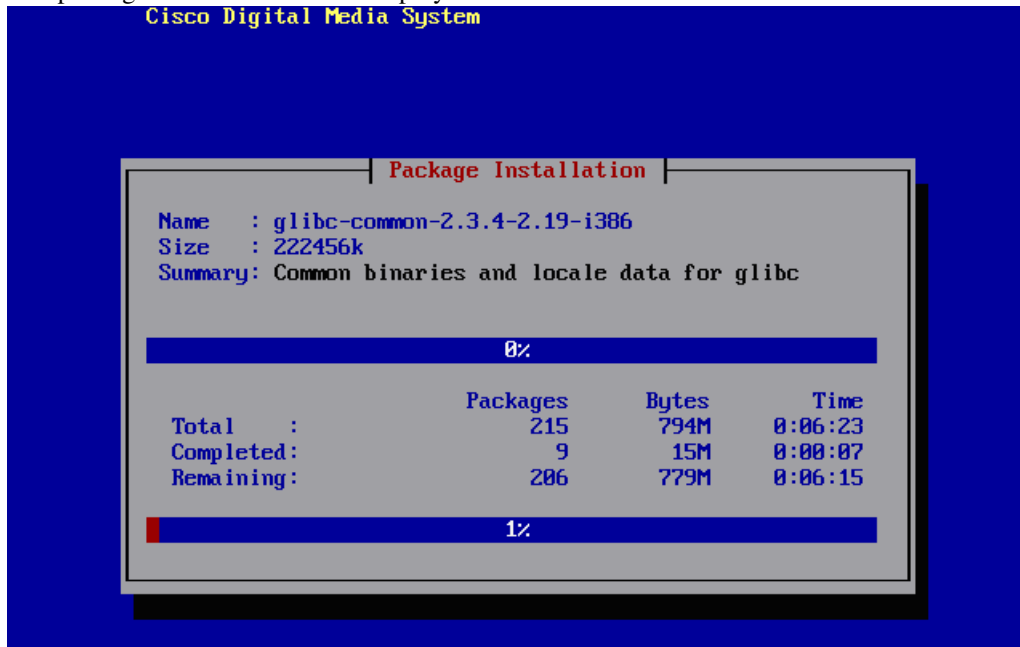


- Step 4** The recovery process takes about two minutes for initial loading and then asks for your confirmation to overwrite the existing system. Overwriting erases all the existing data on the DMM server appliance. By default **No** is selected. Use the **Tab** key to navigate to **Yes**, and press **Enter** to proceed.

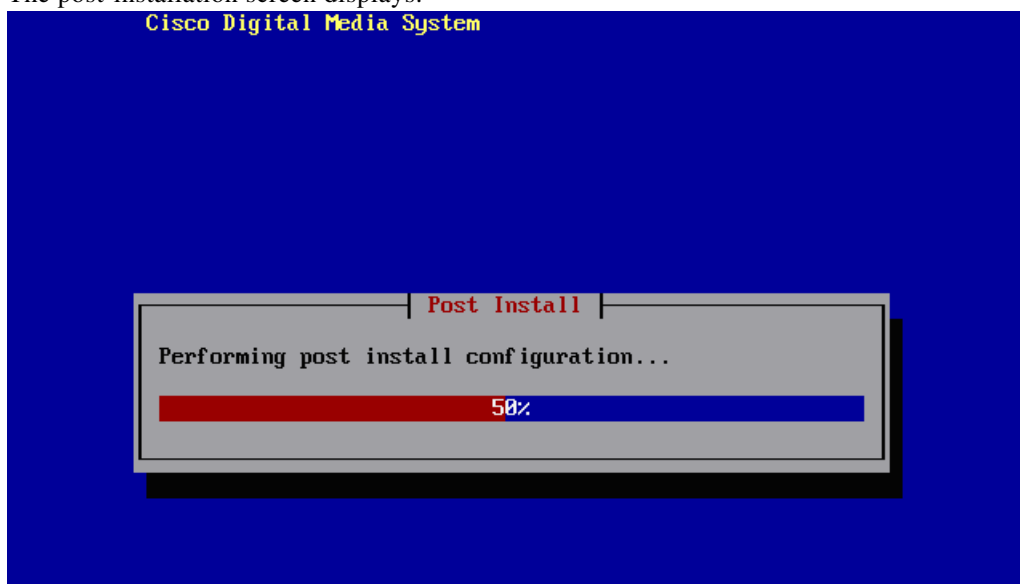
The file system formatting screen displays.



The package installation screen displays.



The post-installation screen displays.



After the installation completes, the server appliance reboots, and displays the booting system message.

```

/tmp/cciss/c0d0p9
mounting filesystems...
/mnt/runtime done
disabling /dev/loop0
/proc/bus/usb done
/proc done
/dev/pts done
/sys done
/tmp/ramfs done
/selinux done
/mnt/sysimage/boot done
/mnt/sysimage/dm2 done
/mnt/sysimage/proc done
/mnt/sysimage/sys done
/mnt/sysimage/tmp done
/mnt/sysimage/usr done
/mnt/sysimage/var/log done
/mnt/sysimage/var/spool done
/mnt/sysimage/var done
/mnt/sysimage/selinux done
/mnt/sysimage/dev done
/mnt/sysimage done
booting system
: stopping all md devices.
: md0 switched to read-only mode.

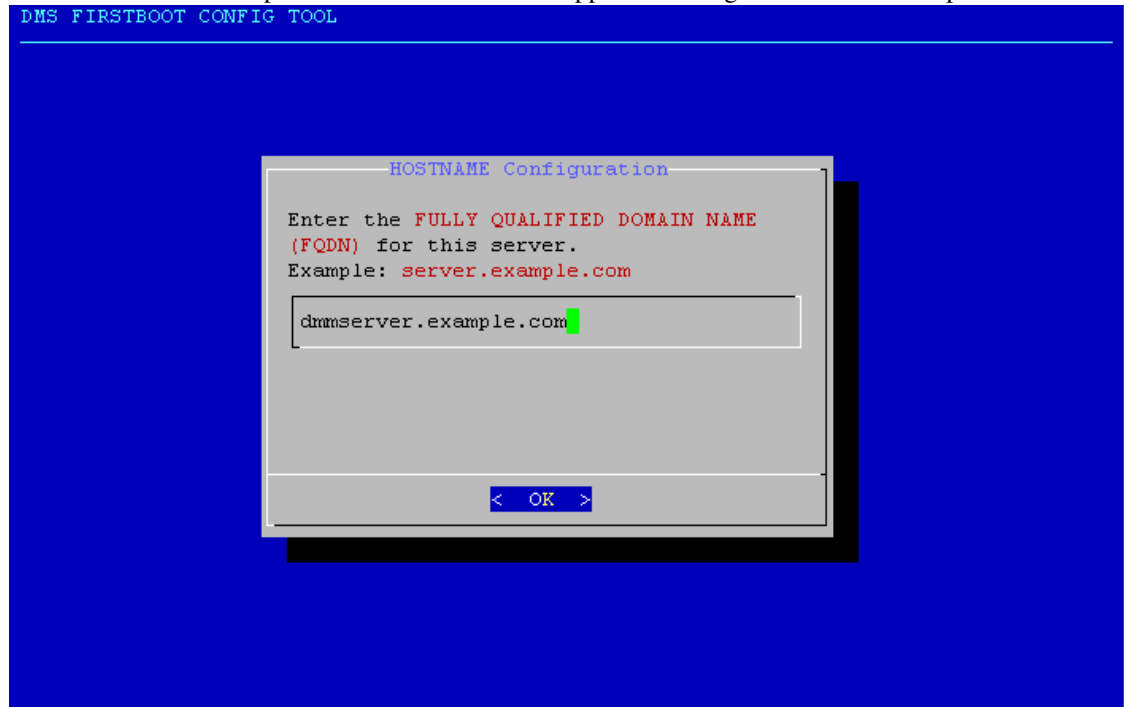
```

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Step 5 The first time you boot the Digital Media Manager server appliance, the first boot configuration tool starts automatically and opens the DMS appliance administration interface (AAI). Press **Enter** when the Start of First Boot screen displays.

Step 6 In the HOSTNAME Configuration screen, enter the hostname of the appliance.

This screen is an example of the hostname of the appliance being set to server.example.com.

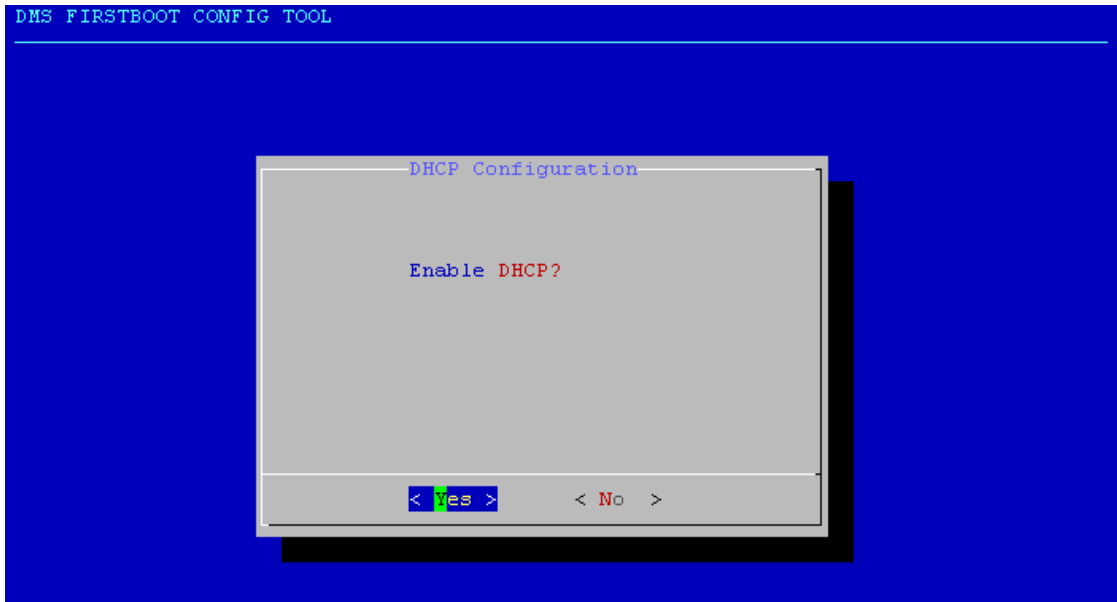


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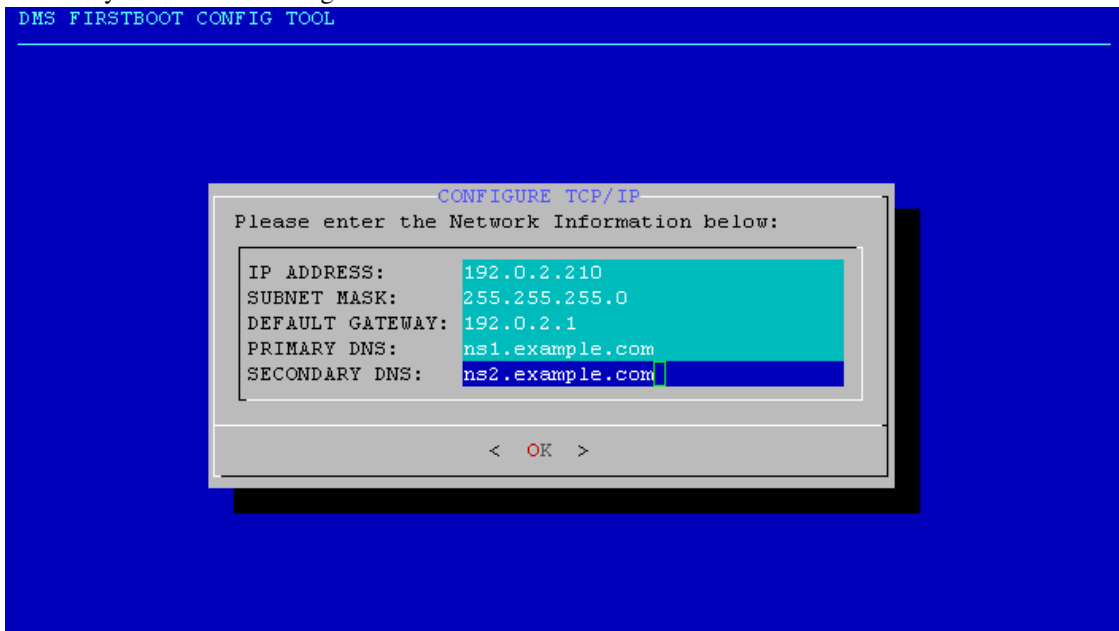
Step 7 The DHCP configuration screen displays. If the server appliance gets the IP address automatically from the DHCP server, select **Yes**.

**Note**

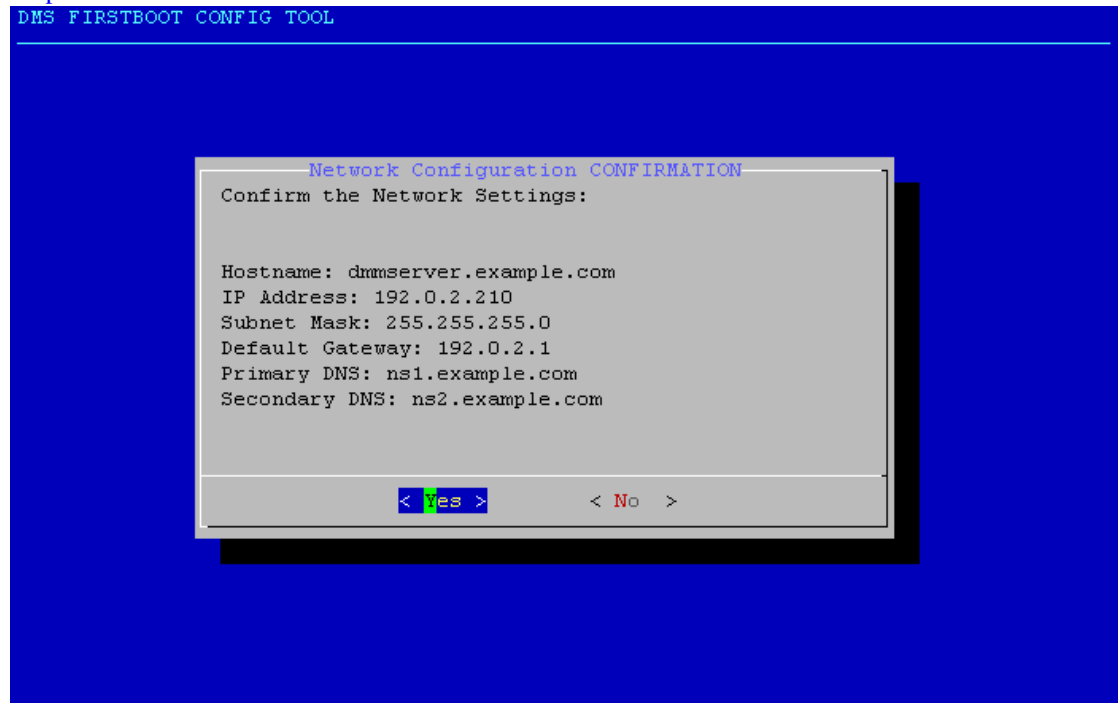
Cisco does not recommend using DHCP for the DMM appliance.



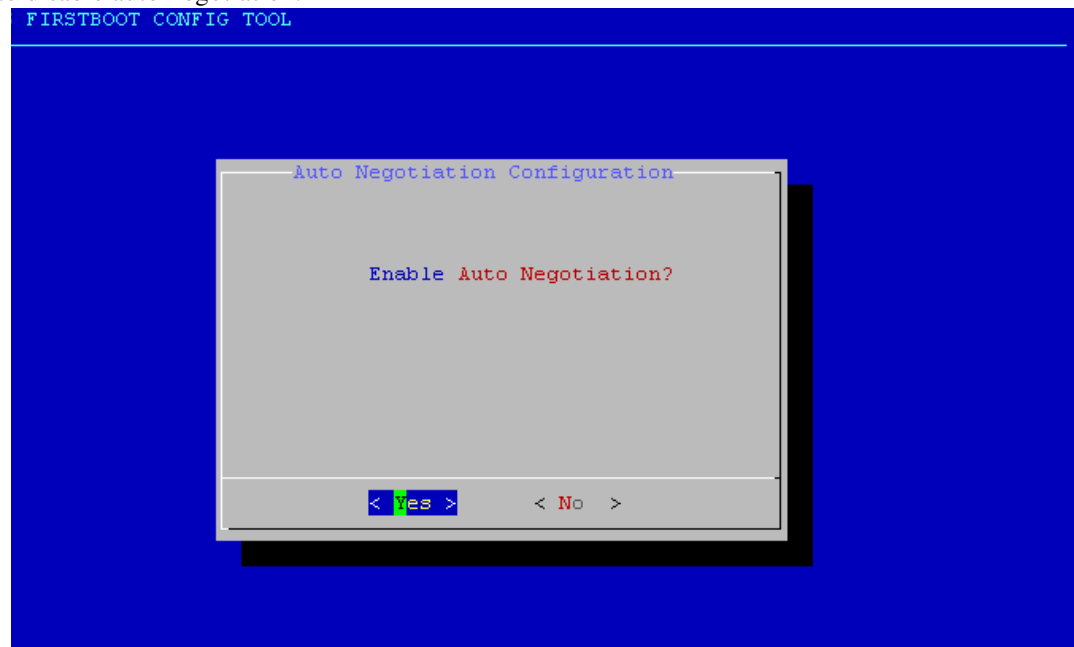
- Step 8** If DHCP is enabled, skip this step following section and go [Step 14](#), time zone configuration. If DHCP is disabled, enter the IP address, subnet mask, default gateway, primary DNS and, if available, a secondary DNS in the Configure TCP/IP screen.



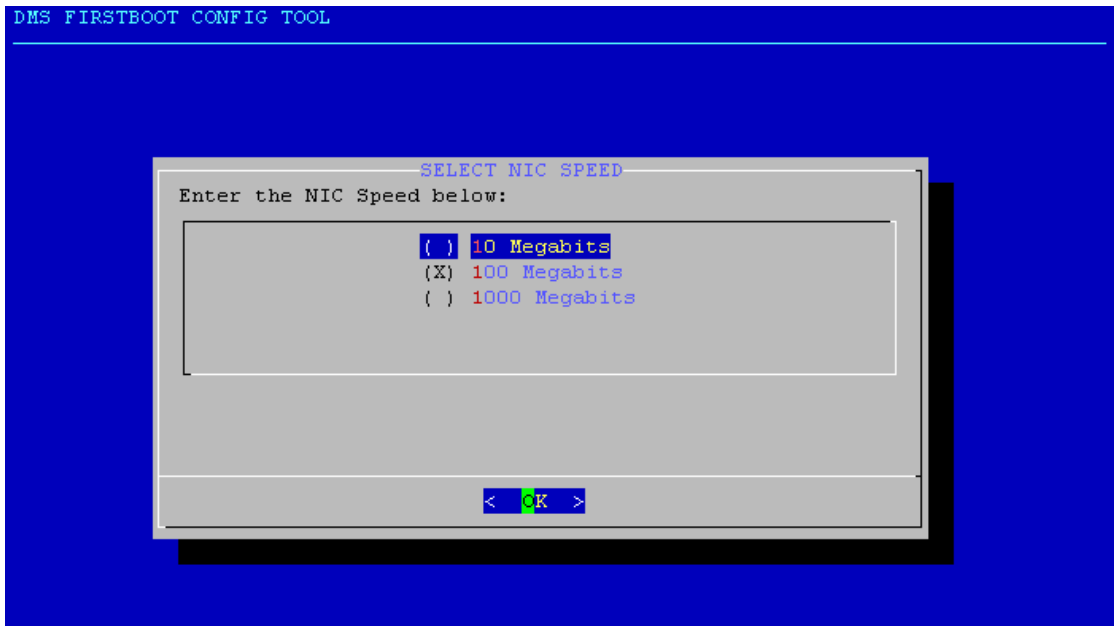
- Step 9** Confirm the network settings. Press **Enter** if all the information is correct. If the information is incorrect, use the arrow keys to navigate to **No**, and press **Enter** to re-configure your settings. Then, wait until the network settings are applied. The following example reflects the example configurations shown in [Step 8](#).



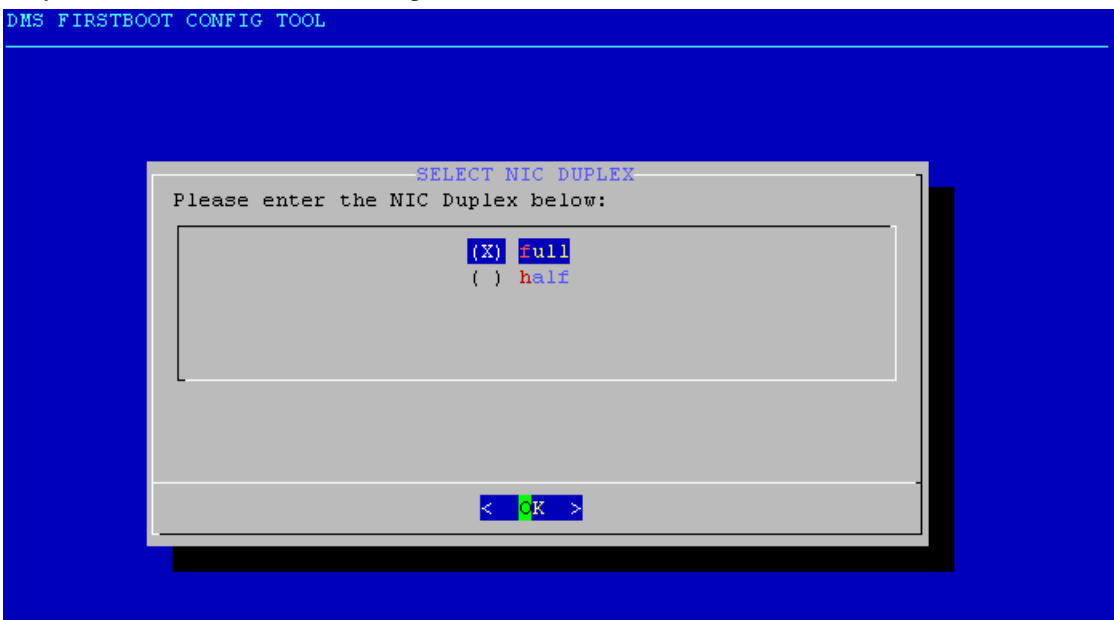
- Step 10** If your network infrastructure requires you to manually specify network negotiation settings, select **No** to disable auto-negotiation.



- Step 11** If you enabled auto-negotiation, go to [Step 14](#), time zone configuration. If auto-negotiation is disabled, set the NIC speed to 10, 100, or 1000 Megabits.

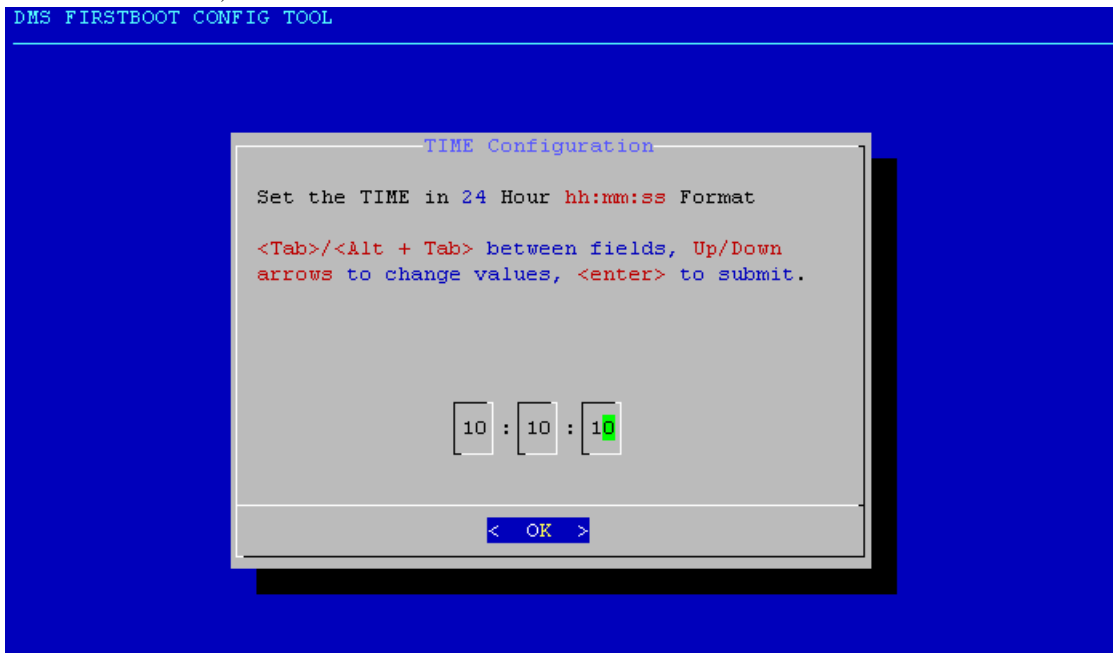


- Step 12** Set your NIC to either full or half duplex.

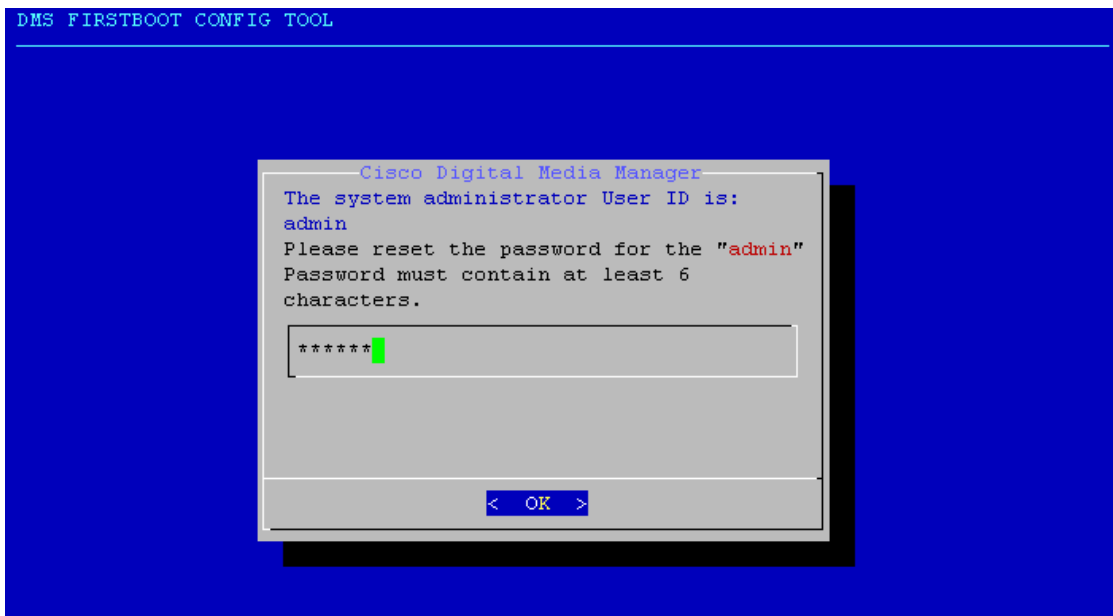


- Step 13** Confirm the NIC speed and duplex settings.

- Step 17** Confirm the date. Press **Enter** if the information is correct. If you need to change the information, use the arrow keys to navigate to **No**, and press **Enter** to reconfigure your settings.
- Step 18** Select the time in 24-hour format. Press **Tab**, and use the up and down arrows to set the hour. Press **Tab**, and use the up and down arrows to set the minutes. Press **Tab**, and use the up and down arrows to set the seconds. Press **Tab**, and select the **OK** button. Press **Enter** to submit the information.

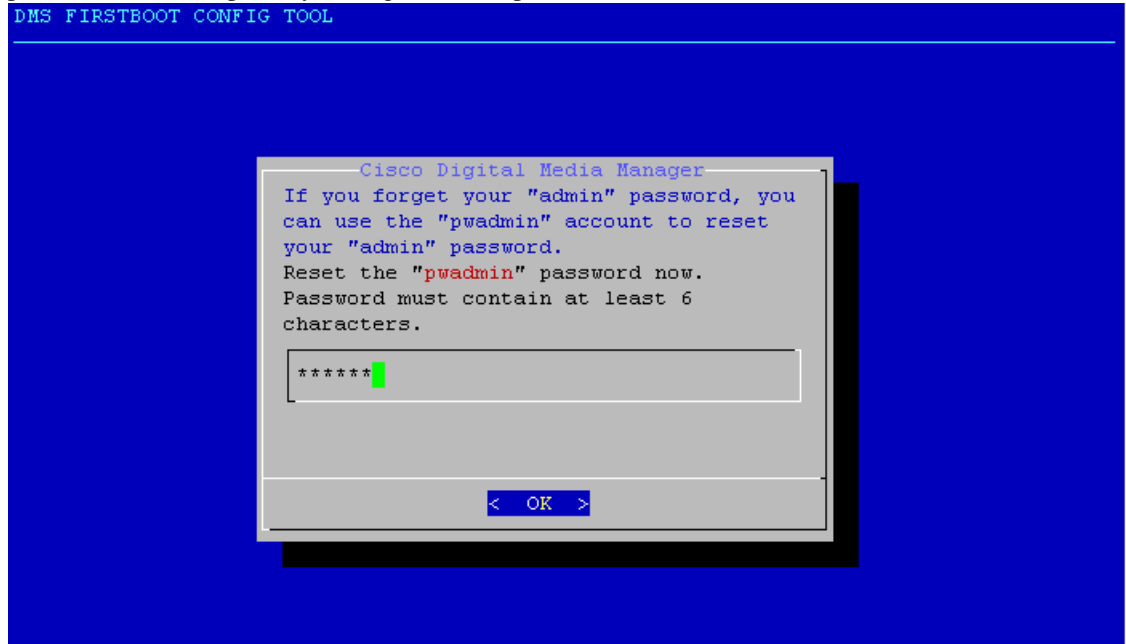


- Step 19** Confirm the time. Press **Enter** if all the information is correct. If any information is incorrect, use the arrows to navigate to **No**, and press **Enter** to reconfigure your settings.
- Step 20** Set the password for **admin**, the default administrator account for this appliance. Your password cannot be null and must contain six characters.



- Step 21** Confirm the password for the **admin** user.
- Step 22** A confirmation screen displays for your **admin** password change. Press **Enter** to continue.

- Step 23** Set the password for **pwadmin** user. The **pwadmin** account allows you to reset your **admin** user password (for example, if you forget it). The password cannot be null and must contain six characters.



- Step 24** Confirm the password for **pwadmin** user.
- Step 25** A confirmation screen displays for your **pwadmin** password change. Press **Enter** to continue. The End of First Boot screen displays. You can now log in through the AAI as **admin** by using the new password or as **pwadmin** by using the new password.
- Step 26** Proceed to the ["Restoring the DMM" procedure on page 1-13](#).

Restoring the DMM



Note

AAI backup files and DMS-Admin backup files are not compatible because the files can contain different information, depending on whether you have deployed a Video Portal appliance. Therefore, you must use the same method to restore that you used to back up the appliance.

This section includes the following topics:

- [Using DMS-Admin to Restore the DMM, page 1-13](#)
- [Using AAI to Restore the DMM, page 1-14](#)

Using DMS-Admin to Restore the DMM

Use this procedure to restore your DMM appliance by using DMS-Admin. For more information about DMS-Admin or backups, see the *User Guide for Cisco Digital Media Manager 5.0* on Cisco.com.

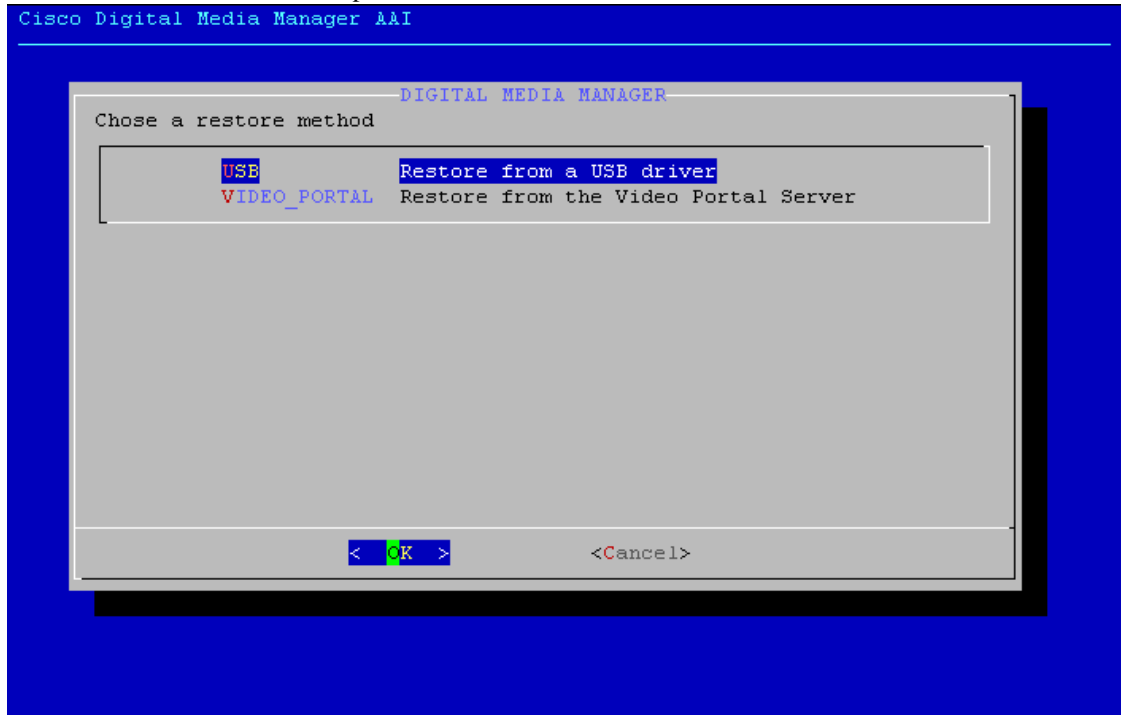
- Step 1** Log in to DMS-Admin.

- Step 2** Click **Administration > Backup**.
- Step 3** In the Restore from Backup area, click **Browse**.
- Step 4** Navigate to the backup file, and click **Open**.
- Step 5** Click **Submit**.

Using AAI to Restore the DMM

To restore the DMM from your backup device, complete the following procedure:

- Step 1** Log in to the DMM server appliance AAI.
- Step 2** Select **DMM_CONTROL > RESTORE_DMM**.
- Step 3** Select the restore method, and press **Enter**.



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Verifying Replication

Complete the following steps, as needed, to verify that replication is occurring after you restore a DMM or Video Portal appliance:

- Step 1** To verify that the Video Portal can connect to and replicate with the DMM, complete the following steps:
 - a.** Log in to AAI on the Video Portal.
 - b.** Select **Replication**, and press **Enter**.

This Replication to Digital Media Manager: Working message displays.

For more information about AAI, see the *Administration Guide for Cisco Digital Media System 5.0 Appliances* on Cisco.com.

Step 2 To verify that DMM can communicate with the Video Portal and that at least one transaction successfully propagated to the Video Portal, complete the following steps:

- a. Log in to DMS-Admin. The Dashboard tab displays.
- b. Make a change to the database. For example, edit a field in a user account, and save the change.
- c. Click the Dashboard tab; then, refresh the page in your browser.
- d. In the System Information area, verify that Data Replication Status displays Succeeded.

For more information about DMS-Admin, see the *User Guide for Cisco Digital Media Manager 5.0* on Cisco.com.



CHAPTER 2

Recovery Procedure for Cisco Video Portal

This chapter provides the procedure for recovering from a software failure of the Cisco Video Portal 5.0 in the following sections:

- [Prerequisites, page 2-1](#)
- [Recovery Procedure, page 2-1](#)

Prerequisites

Before attempting your recovery, you must complete the following tasks:

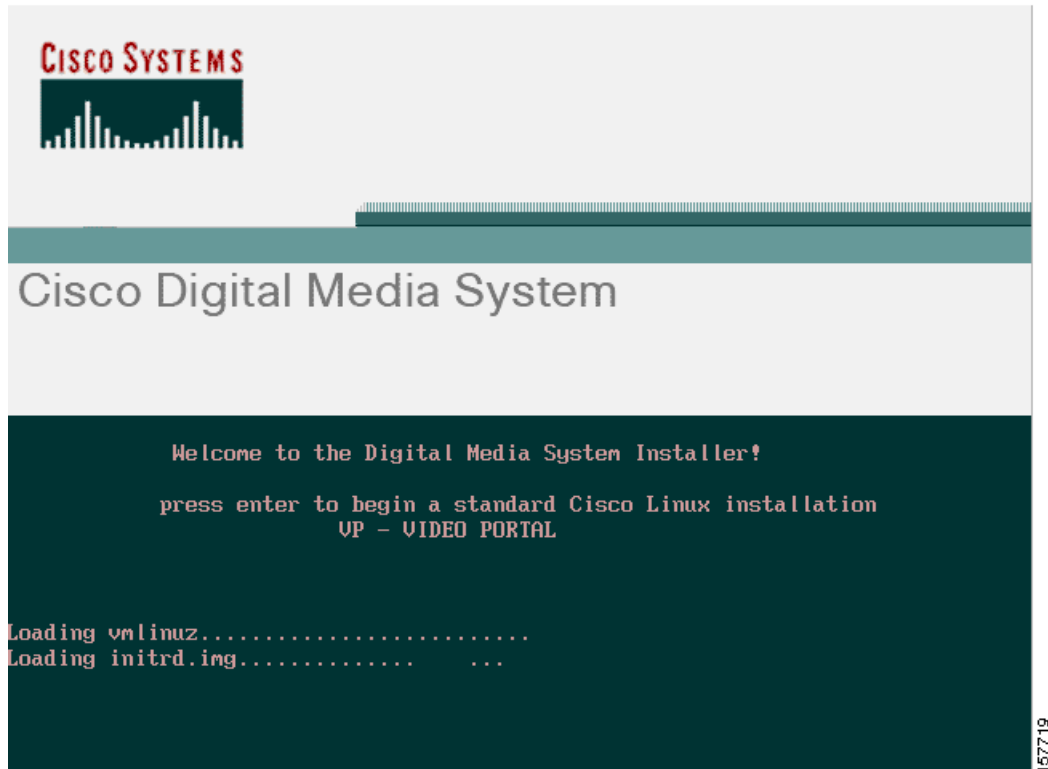
- Contact your sales engineer or Cisco TAC to obtain the recovery CD for Cisco Video Portal 5.0.
- Create a backup of the Video Portal appliance. For more information, see the *Administration Guide for Cisco Digital Media Manager Appliances 5.0* on Cisco.com.
- Write down the network configuration information appropriate for your site, either DHCP or Static (IP address, subnet mask, and gateway).

Recovery Procedure

To recover the Cisco Video Portal, complete the following steps:

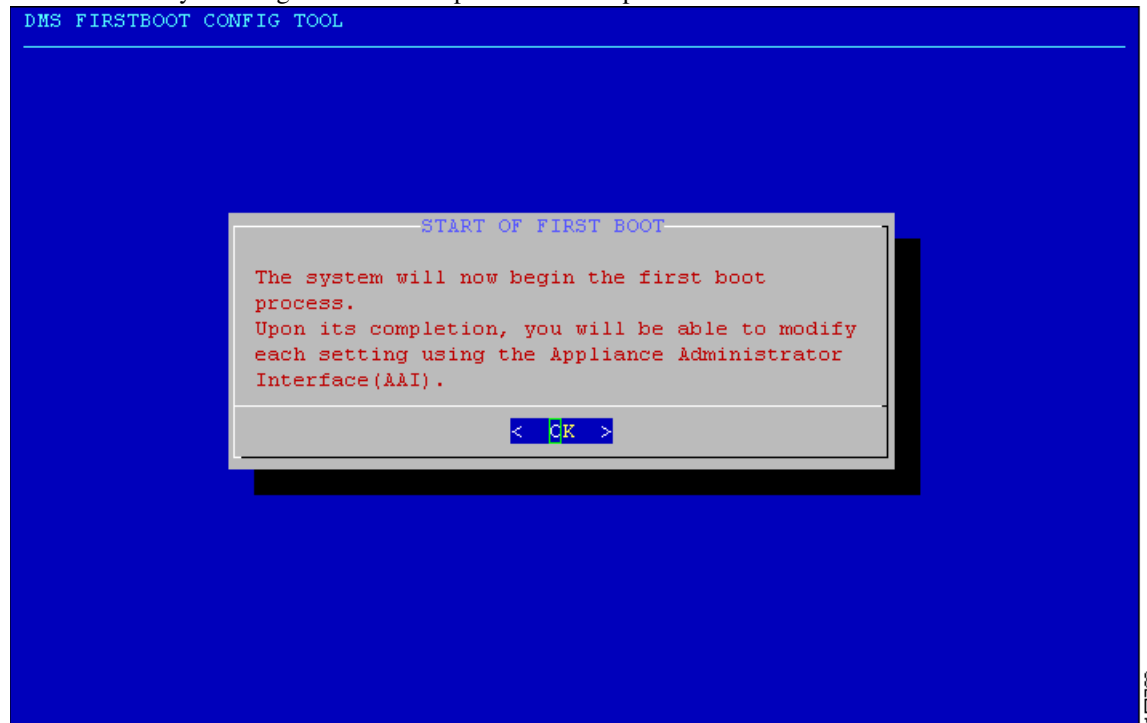
-
- Step 1** Turn on the power to the appliance.
 - Step 2** Insert the recovery CD in the CD/DVD-ROM drive.

Step 3 If you see the following screen briefly, the server appliance is booting from the recovery CD.

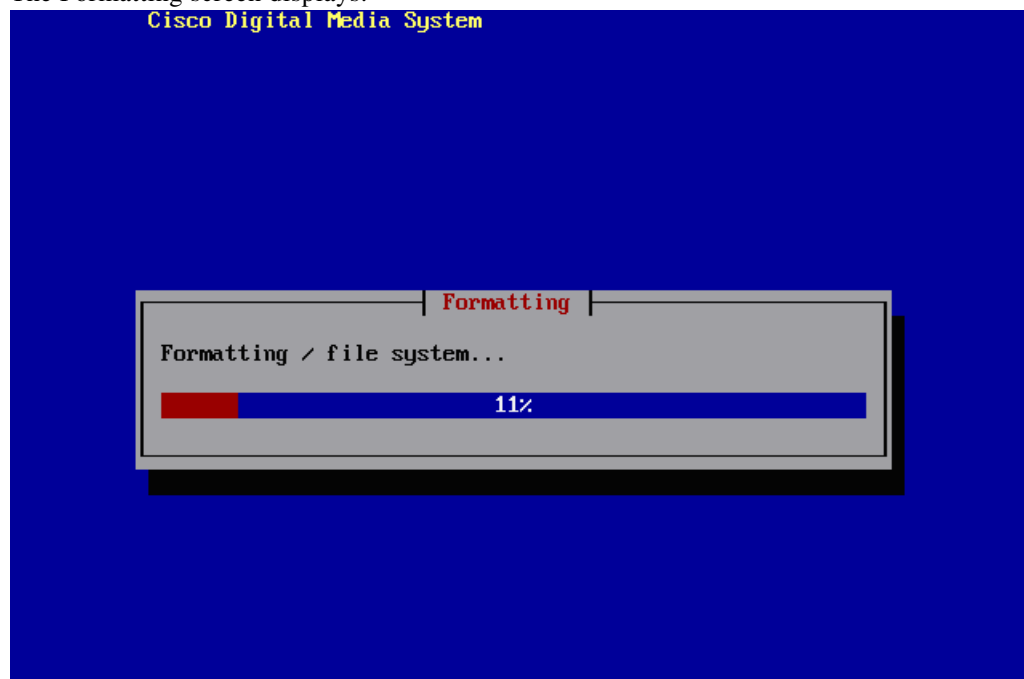


The driver loads. After approximately two minutes, you are asked for confirmation to overwrite the existing system. This erases all existing data on the DMM server appliance. The Video Portal appliance does not require backup. By default **No** is selected.

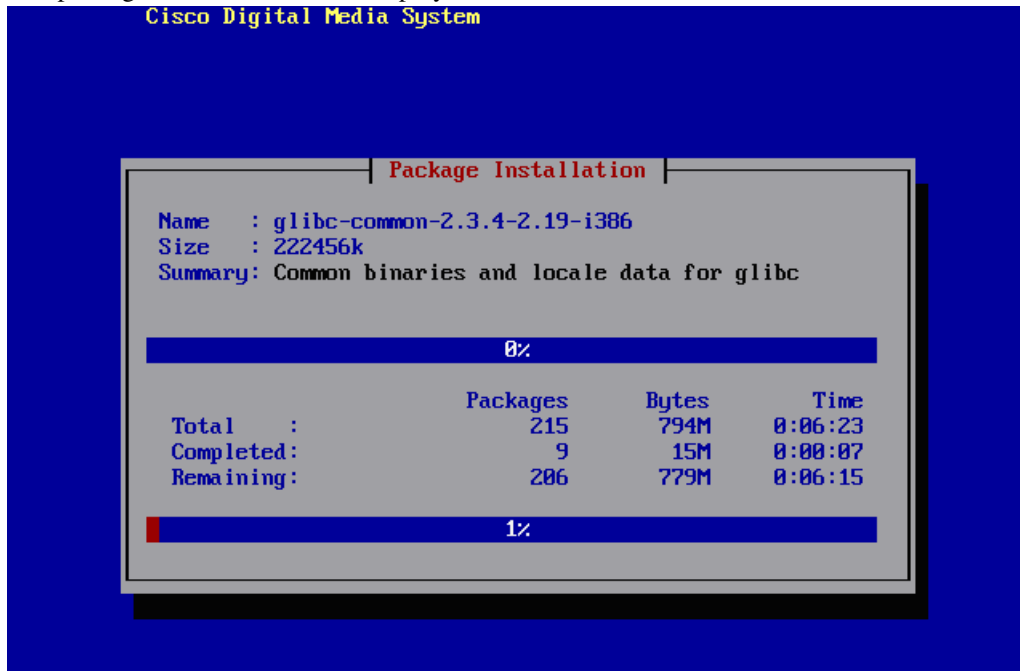
Step 4 Use the **Tab** key to navigate to **Yes** and press **Enter** to proceed.



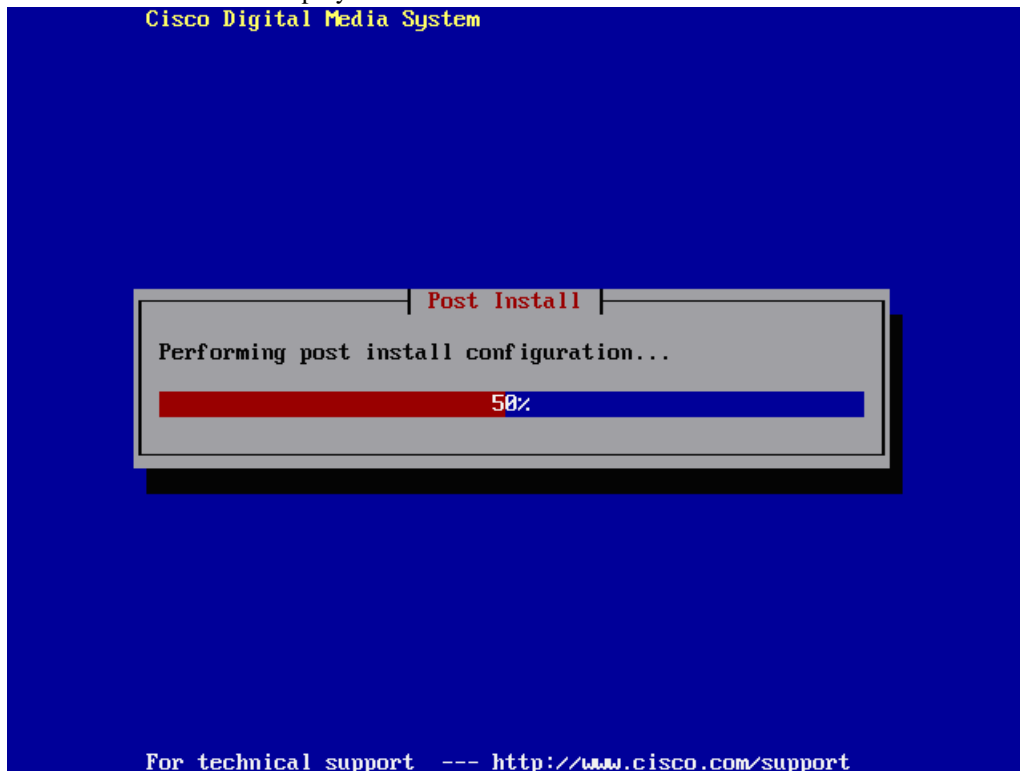
The Formatting screen displays.



The package installation screen displays.



The Post Install screen displays.



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After installation completes, the appliance now reboots, and displays the rebooting system message.

```

unmounting filesystems...
/mnt/runtime done
disabling /dev/loop0
/proc/bus/usb done
/proc done
/dev/pts done
/sys done
/tmp/ramfs done
/selinux done
/mnt/sysimage/boot done
/mnt/sysimage/dm2 done
/mnt/sysimage/proc done
/mnt/sysimage/sys done
/mnt/sysimage/tmp done
/mnt/sysimage/usr done
/mnt/sysimage/var/log done
/mnt/sysimage/var/spool done
/mnt/sysimage/var done
/mnt/sysimage/selinux done
/mnt/sysimage/dev done
/mnt/sysimage done
rebooting system
md: stopping all md devices.
md: md0 switched to read-only mode.

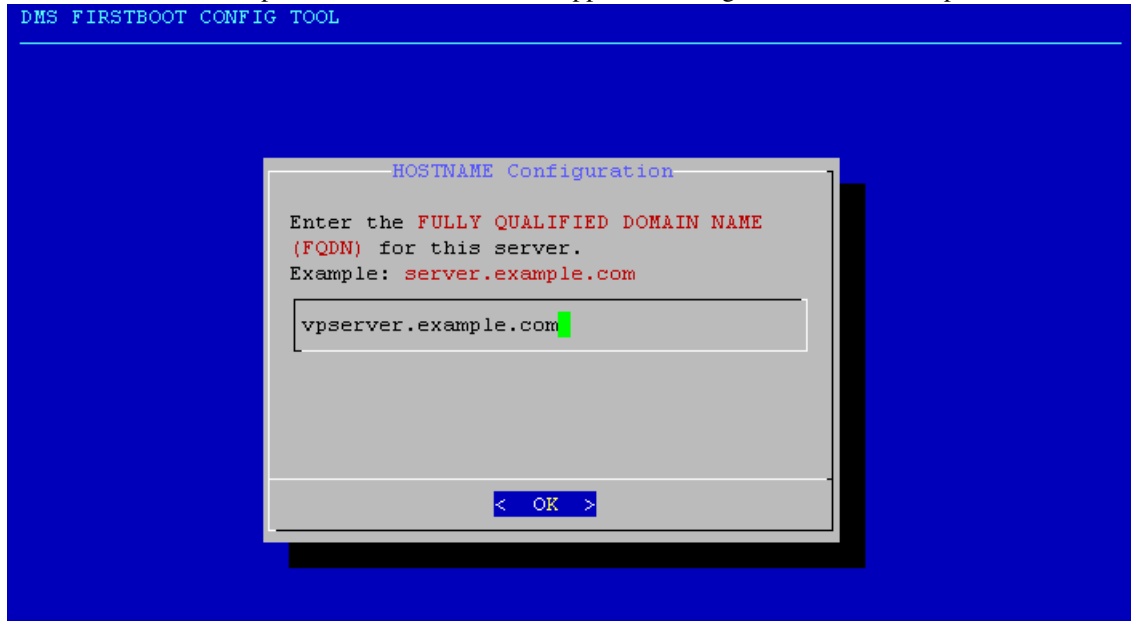
```

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- Step 5** The boot config tool starts automatically the first time you boot the Cisco Video Portal server appliance, taking you into the DMS appliance administration interface (AAI). When you see the Start of First Boot screen, press **Enter**.
- Step 6** Enter the hostname of the appliance.



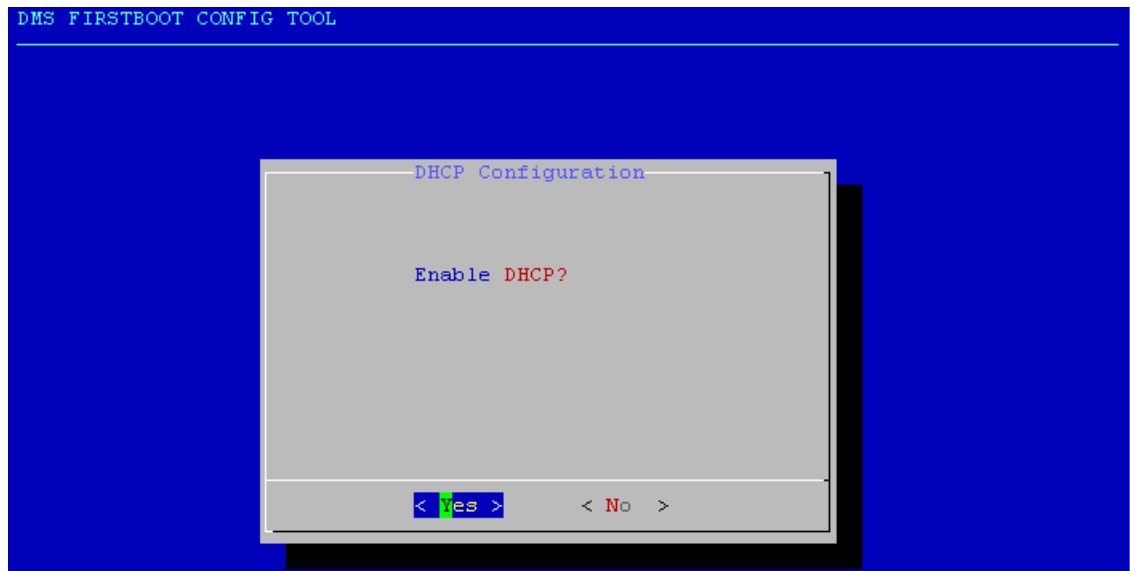
This screen is an example of the hostname of the appliance being set to server.example.com.



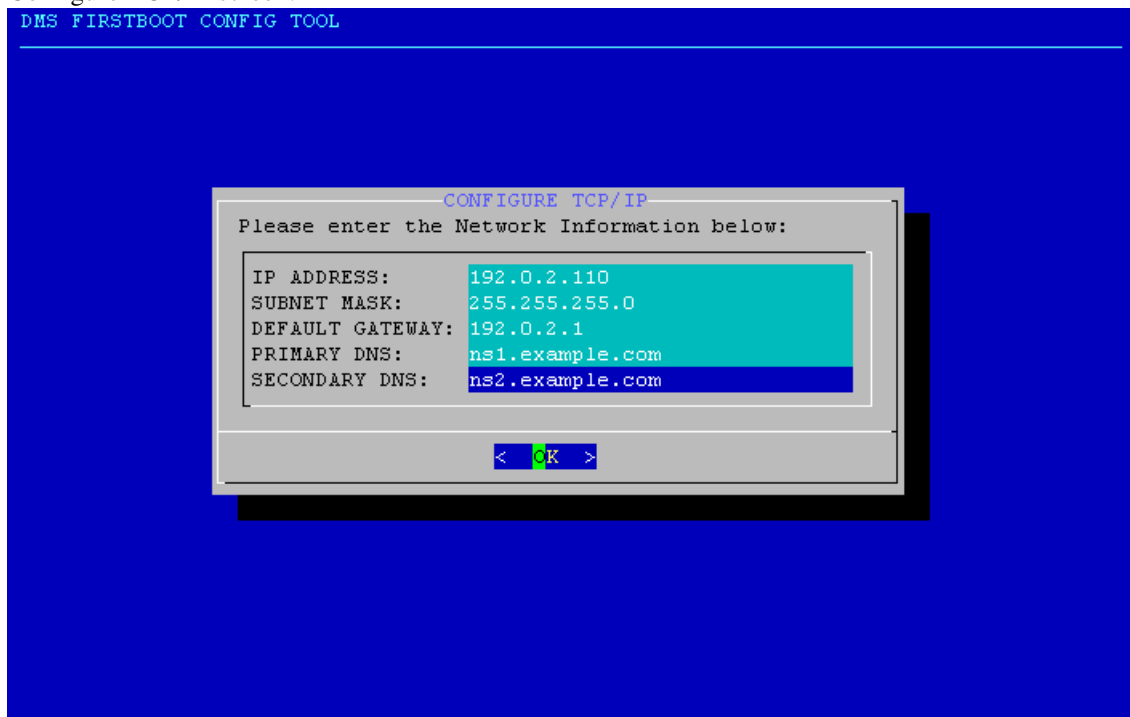
- Step 7** The DHCP configuration screen displays. If the server appliance gets the IP address automatically from the DHCP server, select **Yes**.



Note Cisco does not recommend using DHCP. If the IP address of the Video Portal server appliance expires, you must reconfigure the DMM application for successful deployments.

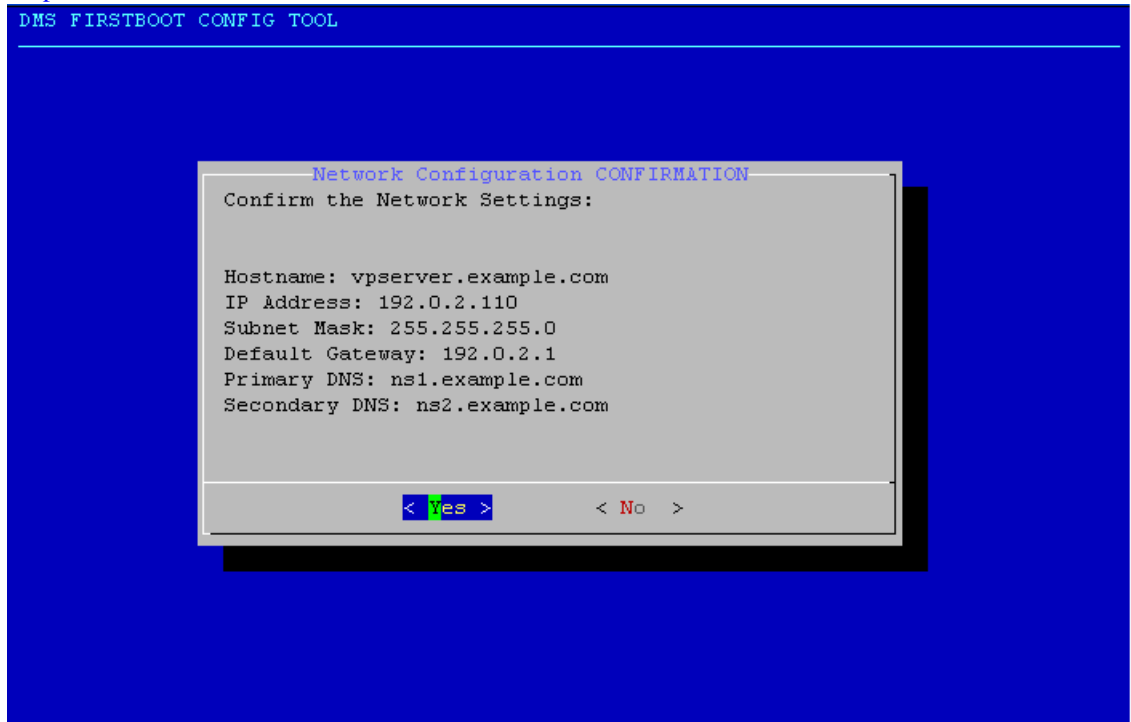


- Step 8** If DHCP is enabled, proceed to [Step 14](#), time zone configuration. If DHCP is disabled, enter the IP address, subnet mask, default gateway, primary DNS and, if available, a secondary DNS. in the Configure TCP/IP screen.

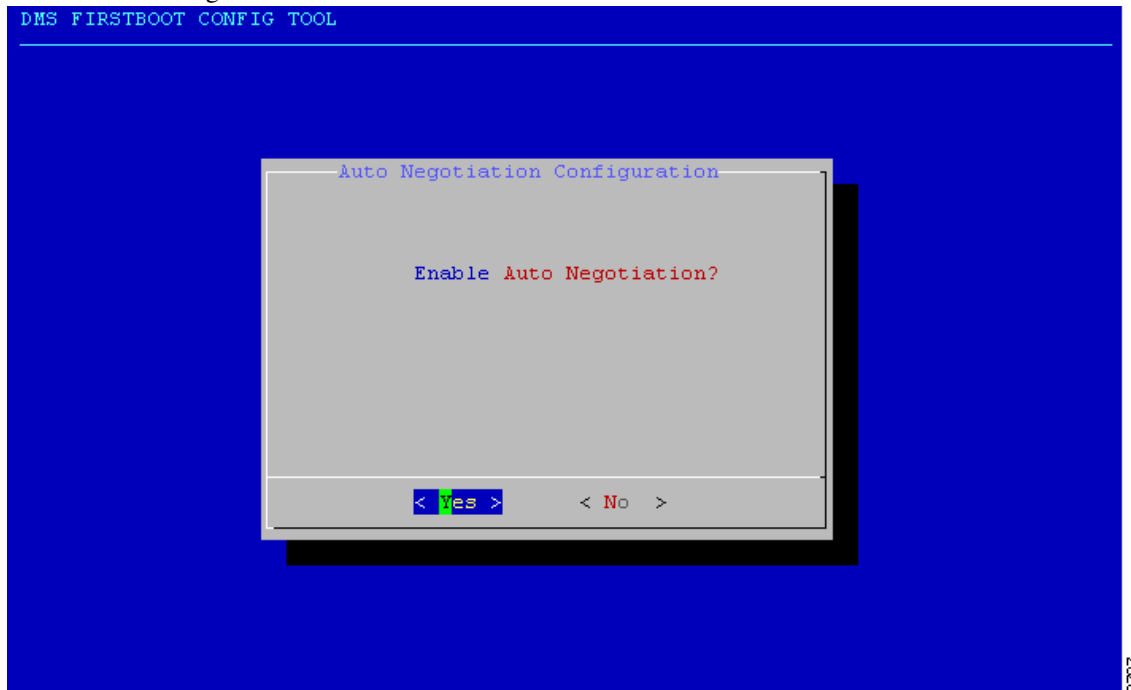


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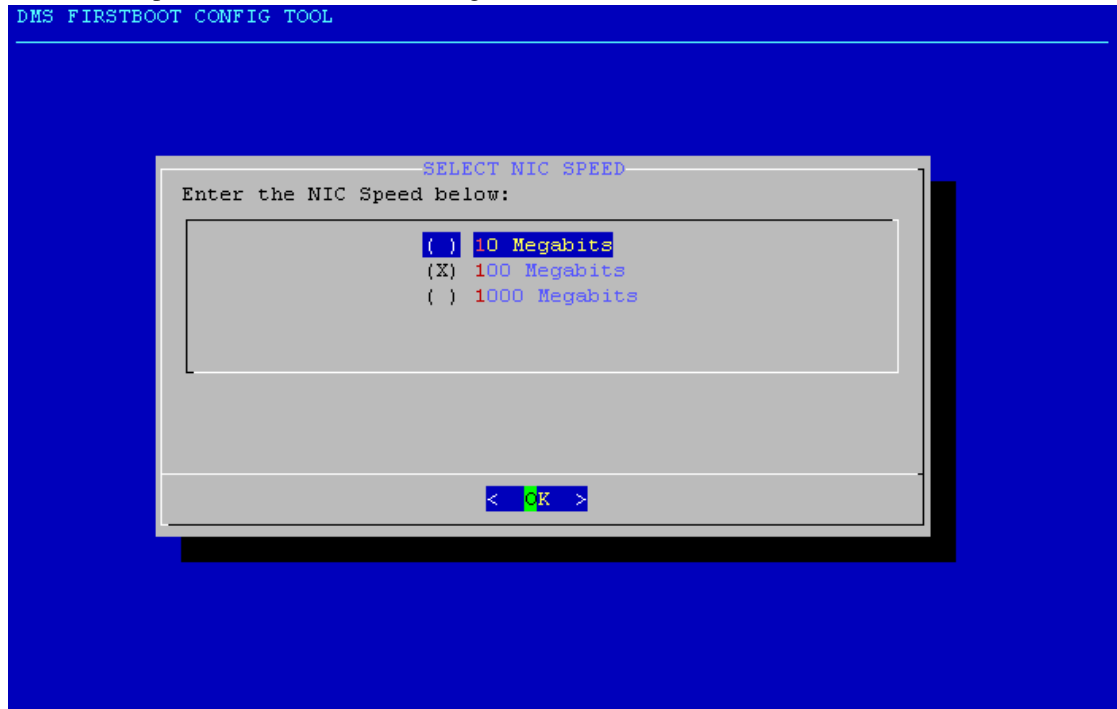
- Step 9** Confirm the network settings. Press **Enter** if all the information is correct. If the information is incorrect, use the arrow keys to navigate to **No** and press **Enter** to re-configure your settings. Then, wait until the network settings are applied. The following example reflects the example configurations shown in [Step 8](#).



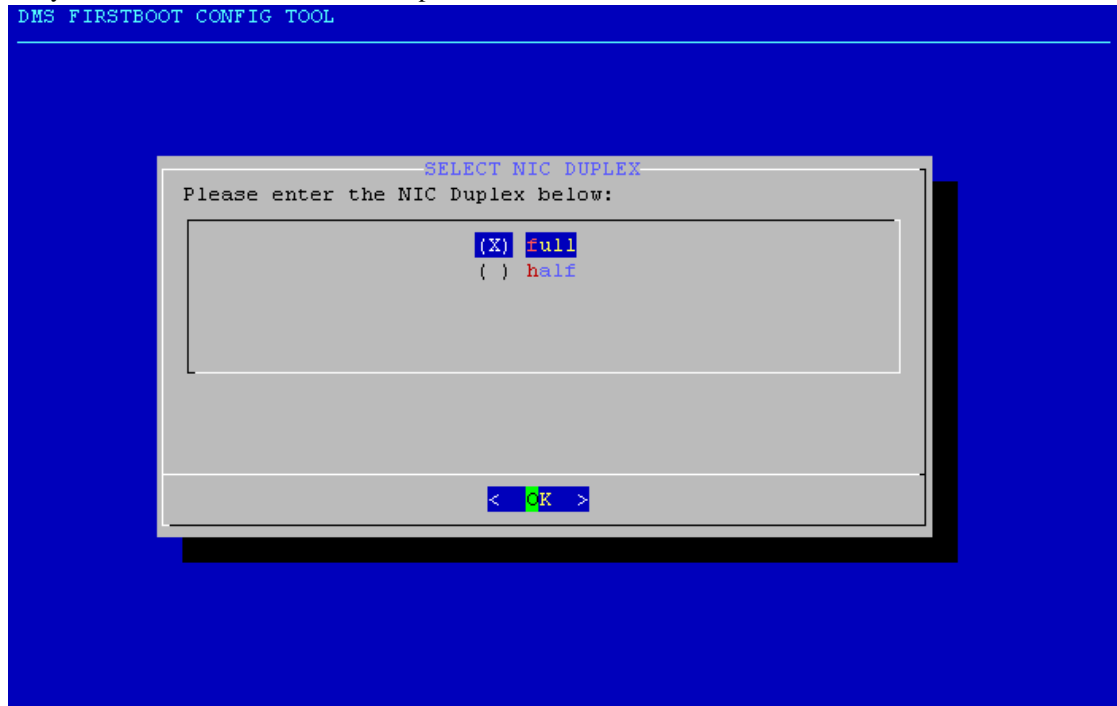
- Step 10** If your network infrastructure requires you to manually specify network negotiation settings, select **No** to disable auto-negotiation.



- Step 11** If you enabled auto-negotiation, go to [Step 14](#), time zone configuration. If auto-negotiation is disabled, set the NIC speed to 10, 100, or 1000 Megabits.



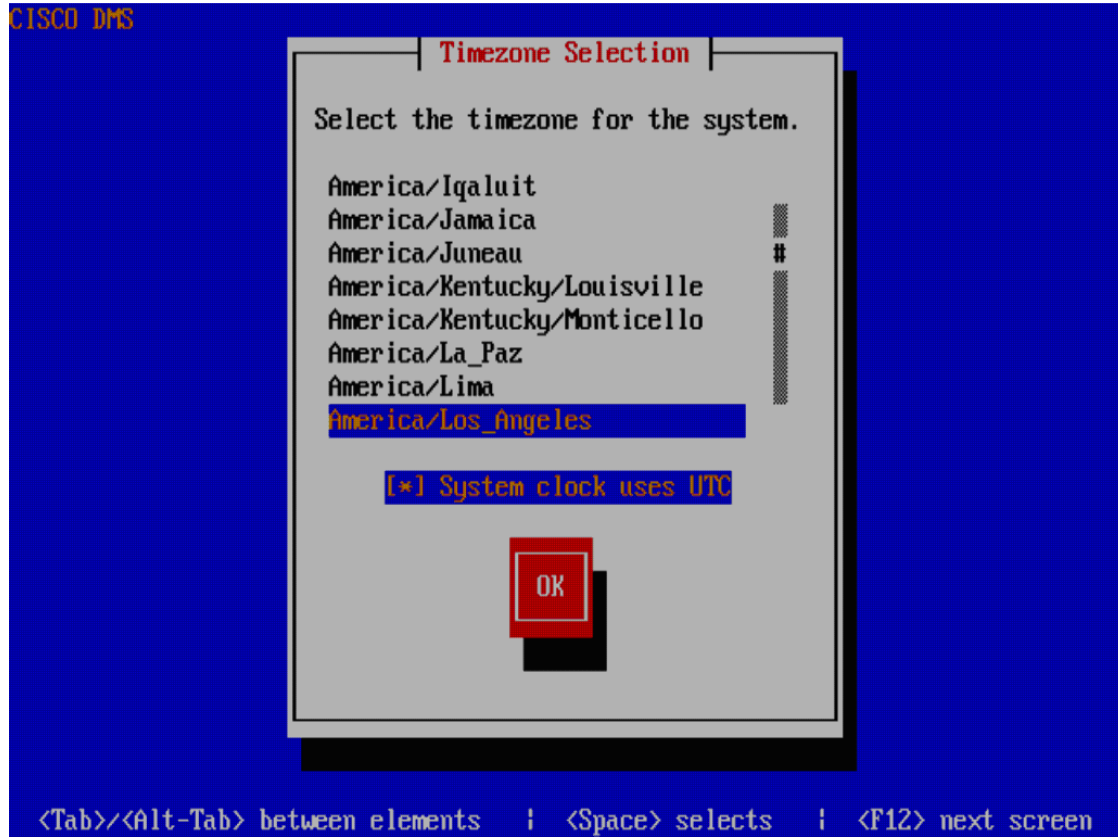
- Step 12** Set your NIC to either full or half duplex.



- Step 13** Confirm the NIC speed and duplex.

- Step 14** Configure the time zone. Select the timezone by using the up and down arrow. Press **Tab**, and then press

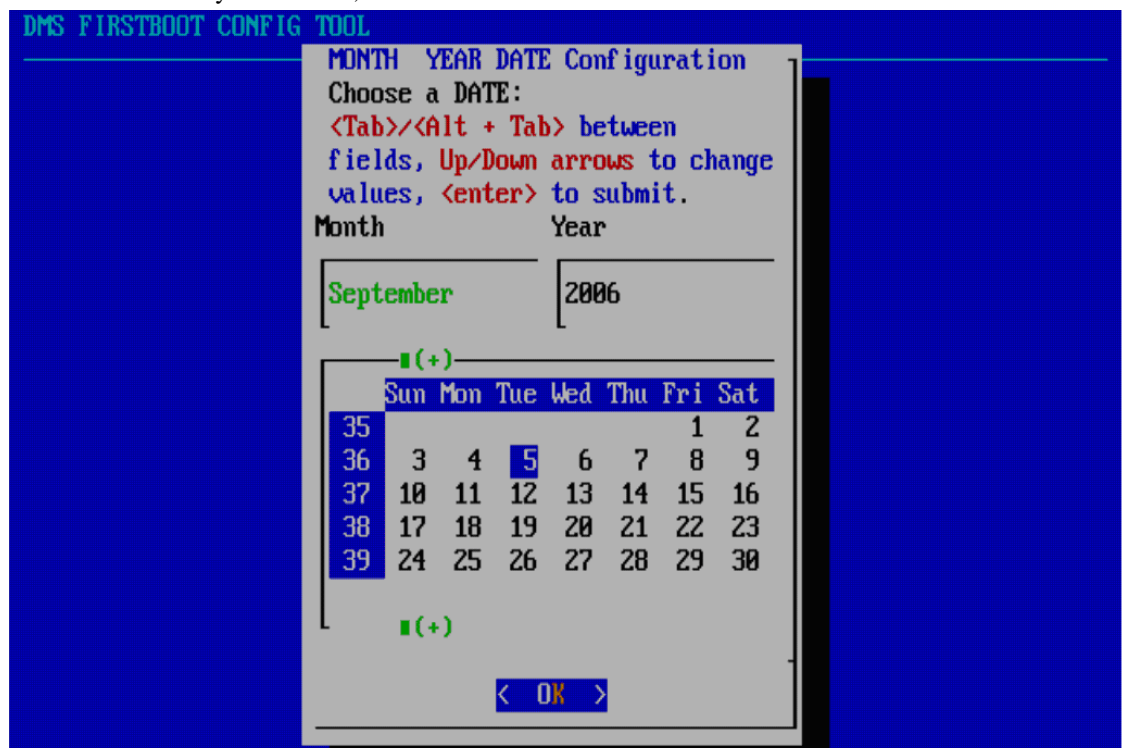
Space to select or deselect **System clock uses UTC**. Press **Tab** again to navigate to the **OK** button, and press **Enter**.



- Step 15** Confirm the time zone setting. Press **Enter** on if all the information is correct. If the information is incorrect, use the arrow keys to navigate to **No** and press **Enter** to re-configure your settings.



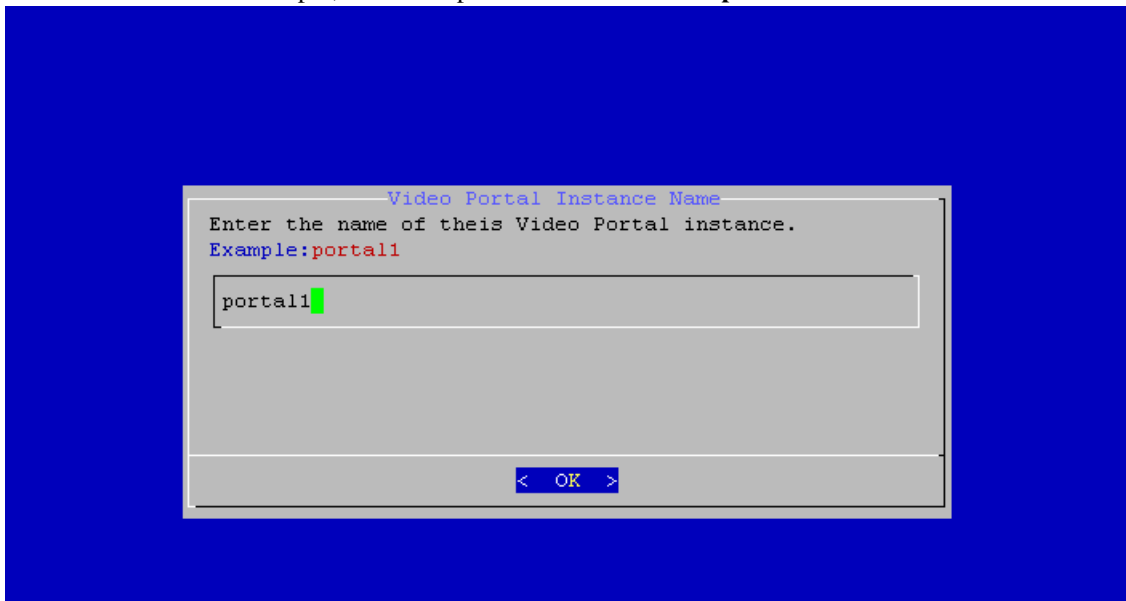
- Step 16** Select the date. Press **Tab**, and use the up and down arrows to change the month. Press **Tab**, and use the up and down arrows to change the year. Press **Tab**, and use the up and down arrows and left and right arrows to select day. Press **Tab**, and select the **OK** button. Press **Enter** to submit the information.



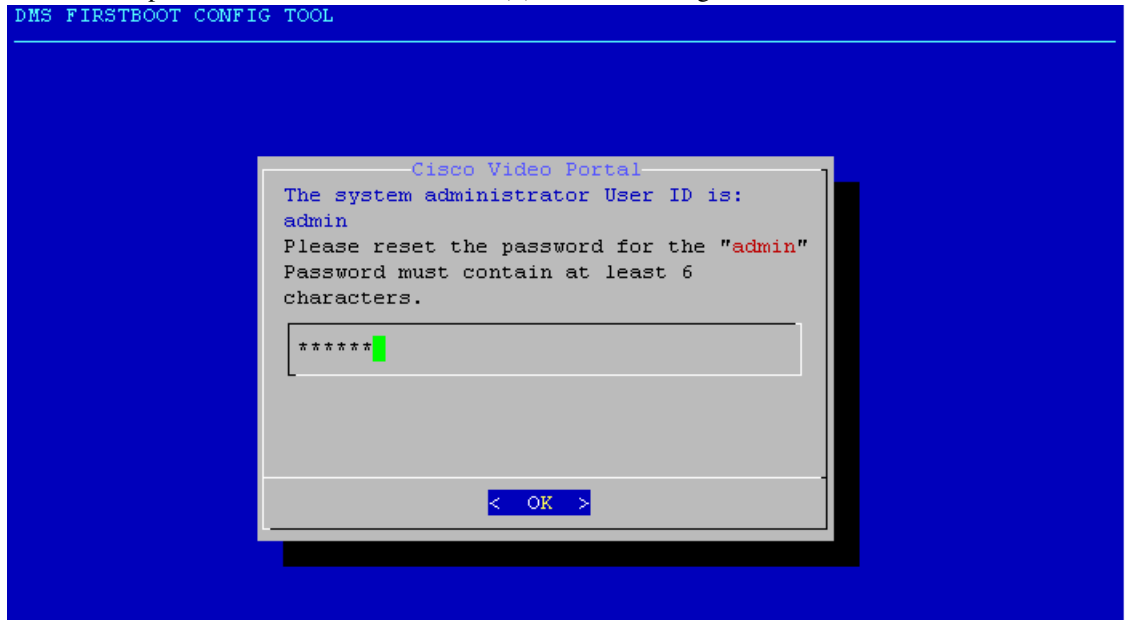
- Step 17** Confirm the date. Press **Enter** if the information is correct. If you need to change the information, use the arrow keys to navigate to **No**, and press **Enter** to reconfigure your settings.
- Step 18** Select the time in 24 hour format. Press **Tab**, and use the up and down arrows to set the hour. Press **Tab**, and use the up and down arrows to set the minutes. Press **Tab**, and use the up and down arrows to set the seconds. Press **Tab**, and select the **OK** button. Press **Enter** to submit the information.



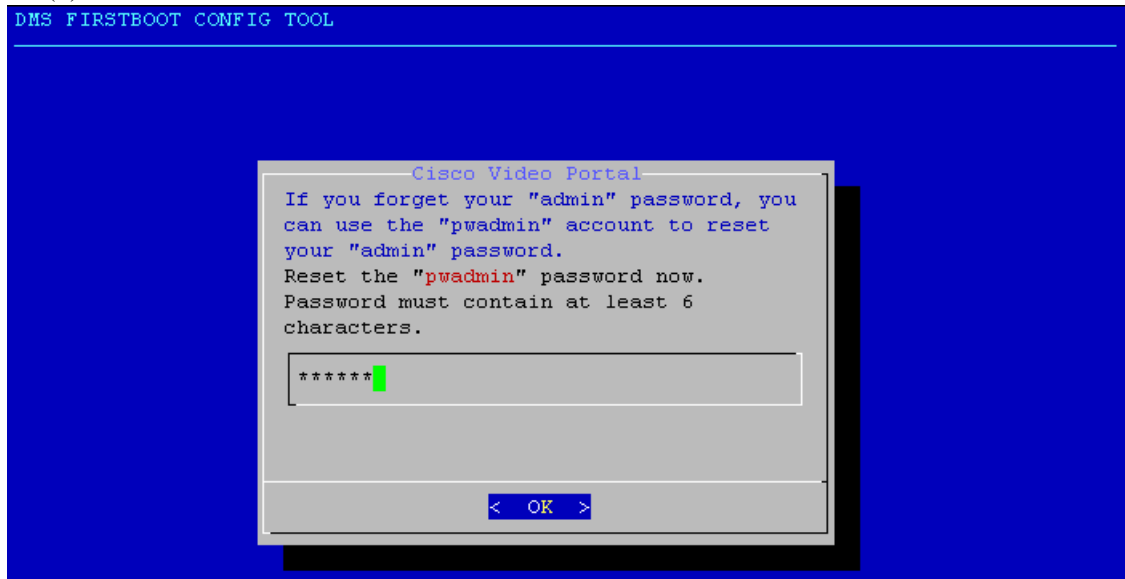
- Step 19** Confirm the time. Press **Enter** if all the information is correct. If the information is incorrect, use the arrows to navigate to **No** and press **Enter** to reconfigure your settings.
- Step 20** Enter the Video Portal instance name, and press **Enter**. This is used to generate a direct URL for to the Video Portal. In this example, the video portal instance name is **portall**.



- Step 21** Confirm the instance name. Press **Enter** to continue. If you made an error, you can go back into the appliance administrative interface (AAI) after the first boot process to modify these settings.
- Step 22** Set the password for **admin**, the default administrator account for this appliance. Your password cannot be null. The password should be at least six (6) characters long.



- Step 23** Confirm the password for **admin** user.
- Step 24** A confirmation screen displays for your **admin** password change. Press **Enter** to continue.
- Step 25** Set the password for **pwadmin** user. The **pwadmin** account allows you to reset your **admin** user password (for example, if you were to forget it). The password cannot be null and must contain at least six (6) characters.



- Step 26** Confirm the password for **pwadmin** user.
- Step 27** A confirmation screen displays for your **pwadmin** password change. Press **Enter** to continue.
An end of the first boot screen displays. The recovery is now complete, and you can log in to AAI as **admin** by using the new password or as **pwadmin** by using the new password.
- Step 28** (Optional) Verify replication by completing the procedure in the [“Verifying Replication” section on page 1-14](#).
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