



# Release Notes for Cisco Digital Media System 5.1.x

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These release notes describe the new features, requirements, and known issues for Cisco Digital Media System (DMS) 5.1.x products.



**Note**

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Release 5.1.0 and 5.1.1 both follow the End-of-Sale and End-of-Life schedule of Release 5.1. For details, see the End-of-Sale and End-of-Life Bulletin for Cisco DMS 5.1 at

[http://www.cisco.com/c/en/us/products/collateral/conferencing/show-share/end\\_of\\_life\\_notice\\_c51-570509.html](http://www.cisco.com/c/en/us/products/collateral/conferencing/show-share/end_of_life_notice_c51-570509.html).

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## Contents

This document includes the following sections:

- [Introduction, page 2](#)
- [New and Changed Information, page 3](#)
- [Compatibility Matrix for Upgrading, page 4](#)
- [DMP Feature Support Matrix, page 5](#)
- [Client System Requirements, page 6](#)
- [Installation and Upgrade Notes, page 8](#)
- [Important Notes, page 9](#)
- [Limitations and Restrictions, page 11](#)
- [Open Caveats, page 13](#)
- [Updates and Errata for Printed Documentation, page 20](#)
- [Related Documentation, page 21](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 21](#)



# Introduction

Cisco Digital Media System (Cisco DMS) combines these hardware and software products and their respective accessories:

| Product Type                            | Description   |
|---|---|
| Cisco Digital Media Encoders (DME)      | <p>Encoding hardware to capture and digitize live and on-demand video for delivery across an IP network, through <a href="#">Cisco Video Portal</a>, to any desktop-based web browser.</p> <p><a href="#">DMM-VPM</a> includes features to centrally manage DMEs.</p> <ul style="list-style-type: none"> <li>• DME 1000—Portable, single-channel encoder.</li> <li>• DME 1100—Portable, single-channel encoder.</li> <li>• DME 2000—Studio-level, dual channel encoder.</li> <li>• DME 2200—Studio-level, dual channel encoder.</li> </ul>  |
| Cisco Digital Media Manager (DMM)       | <p>An appliance on which mutually interdependent but individually licensed software modules and an administrative console are preinstalled.</p> <ul style="list-style-type: none"> <li>• Digital Signage Module (DMM-DSM) software helps your organization to ingest, organize, manage, and deploy video and multimedia, including emergency messaging, for delivery to a network of <a href="#">DMPs</a> and their attached displays.</li> <li>• Enterprise TV Module (DMM-ETV) software helps you to create, manage, and deploy television channels, programs, and menus for Enterprise TV on a network of <a href="#">DMPs</a> and their attached displays.</li> <li>• Video Portal Module (DMM-VPM) software helps your organization to ingest, organize, manage, and deploy live video events and VoDs for delivery from <a href="#">Cisco Video Portal</a> to any desktop-based web browser. You can use DMM-VPM to manage Q&amp;A sessions during live broadcasts, synchronize slides to video in live event streams or VoD streams, and manage behaviors for closed-captioning.</li> <li>• Video Portal Reports (DMM-VPR) software helps your organization to understand who uses your Cisco Video Portal and measure how they use it.</li> </ul> |
| Cisco Digital Media Players (DMP)       | <p>Highly reliable, IP-addressable, solid-state endpoints that process HD video, SD video, and multimedia data for playback on an attached TV or other type of display, such as an <a href="#">LCD Pro</a> display. DMPs consume very little power and can be deployed quickly throughout your network without the burden of high ongoing operational cost. DMPs are compatible with Cisco Application and Content Networking System (ACNS) and Cisco Wide Area Application Services (WAAS) products for content distribution.</p> <p>The firmware for DMPs provides a web-based “craft interface” to manage one DMP in isolation. This software is called Digital Media Player Device Manager, or DMPDM.</p> <p><a href="#">DMM-DSM</a> includes features to centrally manage a global network of DMPs.</p>  |
| Cisco LCD Professional Series (LCD Pro) | <p>Large format LCD flat-panel displays which are optimized for use in public (“professional”) facilities, and which are Cisco-certified for use as accessories to <a href="#">DMPs</a>.</p> <p><a href="#">DMM-DSM</a> includes features to centrally manage these displays and secure them against tampering.</p>   |
| Cisco Video Portal                      | <p>An appliance that serves live video events and VoDs for delivery to web browsers on desktop-based client systems. This appliance works in combination with the <a href="#">DMM</a> appliance that controls it.</p>   |

# New and Changed Information

Cisco DMS 5.1.x delivers new and changed features in the following components:

- [Digital Signage and Digital Signage Manager, page 3](#)
- [Digital Media Player, page 4](#)
- [Enterprise TV and Enterprise TV Manager, page 4](#)

## Digital Signage and Digital Signage Manager

- Centralized management of Cisco LCD Professional Series displays.
- CIFS protocol support and WAAS support:
  - Ability to leverage WAN optimization in the distribution of digital media.
  - Ability to leverage shared network storage of media assets.

**Note**

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**You must upgrade both the kernel *and* the firmware** on a DMP 430xG before it will support any use of the CIFS protocol. See *Upgrade Guide for Cisco Digital Media System 5.1.x* on Cisco.com, at [http://www.cisco.com/en/US/products/ps6681/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6681/prod_installation_guides_list.html).

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- DMS Content Distribution (DMS-CD):
  - Intelligence and bandwidth optimization for content distribution to DMP local storage (one internal flash drive and one external USB drive per DMP)
  - Time-based deployments through Schedule features of DMM-DSM.
  - Differential download intelligence prevents needless duplication of valid content on DMP local storage. Only new or updated content is transferred.
  - Detailed success and failure reporting for presentations and playlists that you provision to DMPs

## Digital Media Player

- CIFS protocol support.



**Note**

You must upgrade both the kernel *and* the firmware on a DMP 430xG before it will support any use of the CIFS protocol. See *Upgrade Guide for Cisco Digital Media System 5.1.x* on Cisco.com, at [http://www.cisco.com/en/US/products/ps6681/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6681/prod_installation_guides_list.html).

- User interface in DMPDM to configure their multicast dejittering buffer.
- Enhanced security validation in DMPDM for account passwords on DMPs.

## Enterprise TV and Enterprise TV Manager

- XML-TV standards support for subscriptions to electronic program guide data.
- Remote control emulation support on Cisco (796X and 797X) IP phones. Change channels, navigate menus, and adjust audio volume settings.
- Remote control emulation support on Apple iPhone and certain Motorola mobile phones. Change channels, navigate menus, and adjust audio volume settings.
- VoD playback from DMP local storage.

## Compatibility Matrix for Upgrading

The supported upgrade path is 5.0.2 to 5.1.x. See *Upgrade Guide for Cisco Digital Media System 5.1.x* at [http://www.cisco.com/en/US/products/ps6681/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6681/prod_installation_guides_list.html).

This Cisco DMS release uses the following hardware and software components:

| DMM Appliance Chassis | Video Portal Version | Video Portal Appliance Chassis | DME Software Version | DME Model Types | DMM-DSM Version | DMP Firmware Version | DMP Model Types |
|-----------------------|----------------------|--------------------------------|----------------------|-----------------|-----------------|----------------------|-----------------|
| 7835-H1               | 5.1.x                | 7825-H2                        | 5.2.187              | DME1000         | 5.1.x           | 5.1.x                | 4300G           |
| 7835-H2               |                      | 7825-H3                        |                      | DME1100         |                 |                      | 4305G           |
|                       |                      | 7835-H1                        |                      | DME 2000        |                 |                      | 4400G           |
|                       |                      | 7835-H2                        |                      | DME 2200        |                 |                      |                 |

# Cisco Video Portal Feature Support Matrix

Cisco DMS requires that the following software versions be installed respectively on a Cisco Video Portal appliance and on the DMM appliance that controls it:

| This Cisco Video Portal Release | Works with This Digital Media Manager Release |        |     |     |          |     |        |     |
|---------------------------------|---|--------|-----|-----|----------|-----|--------|-----|
|                                 | DMM-VPM                                       |        |     |     |          |     |        |     |
|                                 | 3.5   | 3.5(1) | 4.0 | 4.1 | 4.1(0)40 | 5.0 | 5.0(2) | 5.1 |
| 3.5                             | Y   | N      | N   | N   | N        | N   | N      | N   |
| 3.5(1)                          | N   | Y      | N   | N   | N        | N   | N      | N   |
| 4.0                             | N   | N      | Y   | N   | N        | N   | N      | N   |
| 4.1                             | N   | N      | N   | Y   | Y        | N   | N      | N   |
| 5.0                             | N   | N      | N   | N   | N        | Y   | N      | N   |
| 5.0(2)                          | N   | N      | N   | N   | N        | N   | Y      | N   |
| 5.1                             | N   | N      | N   | N   | N        | N   | N      | Y   |

## DMP Feature Support Matrix

Cisco DMS requires that the following firmware and software versions be installed respectively on your DMPs and on the DMM appliance that centrally manages them:

| This Digital Media Player Model | Running This DMP Firmware Release | Works with These DMM Software Modules |        |     |                |                |     |        |        |         |        |        |   |
|---------------------------------|-----------------------------------|---------------------------------------|--------|-----|----------------|----------------|-----|--------|--------|---------|--------|--------|---|
|                                 |                                   | DMM-DSM                               |        |     |                |                |     |        |        | DMM-ETV |        |        |   |
|                                 |                                   | 3.5                                   | 3.5(1) | 4.0 | 4.1            | 4.1(0)40       | 5.0 | 5.0(2) | 5.1(0) | 5.0     | 5.0(2) | 5.1(0) |   |
| DMP 4300G                       | 2.42                              | N                                     | N      | Y   | Y <sup>1</sup> | Y <sup>1</sup> | N   | N      | N      | N       | N      | N      | N |
|                                 | 2.42(1)                           | N                                     | N      | Y   | Y <sup>1</sup> | Y <sup>1</sup> | N   | N      | N      | N       | N      | N      | N |
|                                 | 2.43                              | N                                     | N      | Y   | Y              | Y              | Y   | N      | N      | N       | N      | N      | N |
|                                 | 2.43(1)                           | N                                     | N      | Y   | Y              | Y              | Y   | N      | N      | N       | N      | N      | N |
|                                 | 5.0                               | N                                     | N      | N   | N              | N              | Y   | N      | N      | Y       | Y      | N      | N |
|                                 | 5.0(2)                            | N                                     | N      | N   | N              | N              | N   | Y      | N      | N       | Y      | N      | N |
|                                 | 5.1(0)                            | N                                     | N      | N   | N              | N              | N   | N      | Y      |         | Y      | Y      | N |
| DMP 4305G                       | 2.43                              | N                                     | N      | Y   | Y              | Y              | Y   | N      | N      | N       | N      | N      | N |
|                                 | 2.43(1)                           | N                                     | N      | Y   | Y              | Y              | Y   | N      | N      | N       | N      | N      | N |
|                                 | 5.0                               | N                                     | N      | N   | N              | N              | Y   | N      | N      | Y       | Y      | N      | N |
|                                 | 5.0(2)                            | N                                     | N      | N   | N              | N              | N   | Y      | N      | Y       | Y      | N      | N |
|                                 | 5.1                               | N                                     | N      | N   | N              | N              | N   | N      | Y      | N       | N      | Y      | N |

| This Digital Media Player Model | Running This DMP Firmware Release | Works with These DMM Software Modules |        |     |     |           |     |        |        |         |        |        |
|---------------------------------|-----------------------------------|---------------------------------------|--------|-----|-----|-----------|-----|--------|--------|---------|--------|--------|
|                                 |                                   | DMM-DSM                               |        |     |     |           |     |        |        | DMM-ETV |        |        |
|                                 |                                   | 3.5                                   | 3.5(1) | 4.0 | 4.1 | 4.1(0/40) | 5.0 | 5.0(2) | 5.1(0) | 5.0     | 5.0(2) | 5.1(0) |
| DMP 4400G                       | 5.0                               | N                                     | N      | N   | N   | N         | Y   | N      | N      | Y       | Y      | N      |
|                                 | 5.0(1)                            | N                                     | N      | N   | N   | N         | Y   | N      | N      | Y       | Y      | N      |
|                                 | 5.0(2)                            | N                                     | N      | N   | N   | N         | N   | Y      | N      | Y       | Y      | N      |
|                                 | 5.1                               | N                                     | N      | N   | N   | N         | N   | N      | Y      | N       | N      | Y      |

1. DMM-DSM 4.1 can manage DMPs that use this firmware release. However, these DMPs cannot play presentations that you design in Digital Media Designer.

## Client System Requirements

- [Digital Media Manager Requirements, page 6](#)
- [Video Portal Requirements, page 8](#)

## Digital Media Manager Requirements



### Note

The following requirements apply to client systems that access DMS-Admin, DMM-DSM, DMM-VPM, DMM-ETVM, and Video Portal Reports

### Java

For all client systems, ensure that Java Runtime Engine (JRE) 1.6.0 or later is installed. Also confirm that it is configured to use English as its language and that it is working correctly. The JRE 1.6.0 release is part of Java Version 6.

- To learn exactly which JRE release you are using and to confirm that it is working correctly, go to <http://java.com/en/download/help/testvm.xml>.
- To understand the Java release naming conventions, which have changed over time, see <http://java.sun.com/javase/namechange.html>.
- To obtain the required JRE, go to <http://javasoft.com>, click **Java SE**, then download the latest JRE version.
- Apple maintains and distributes its own implementations of Java software for Mac OS users. To learn if Apple has made available any JRE that is based on JRE 1.6.0, see <http://www.apple.com/java>. Alternatively, registered Apple Developer Connection (<http://connect.apple.com/>) members might find that Apple has released a preview version of a compatible JRE. We make no claims about the suitability of such software for any purpose and recommend that you test all software thoroughly before you rely on it.

## DMM-DSM and DMPDM

Table 1 lists additional client system requirements to use DMM-DSM and DMPDM.

**Table 1** Additional Requirements to Use DMM-DSM or DMPDM

| Component                                       | Browser Version  |
|---|--|
| Browser   | <b>Windows</b> <ul style="list-style-type: none"> <li>Internet Explorer 6.0 or later</li> <li>Internet Explorer 7.0 or later</li> <li>Firefox 2.x</li> </ul> <b>Linux</b><br>Firefox 2.x<br><b>Mac OS X</b><br>Firefox 2.x |
| DMM-DSM schedule (Play in Future) and dashboard | Mac OS X 10.4 <sup>1</sup>   |
| Digital Media Designer <sup>2</sup>             | <ul style="list-style-type: none"> <li>Firmware version 5.1.x for DMP 4400G and 4305G</li> <li>Firmware version 5.1.x for DMP 4400G</li> </ul>   |
| Minimum supported resolution                    | 1280 x 1024  |

1. Until Apple supports JRE 1.6.0 or later, the dashboard and schedule for DMM-DSM might not function properly in Mac OS.

2. Until Apple supports JRE 1.6.0 or later, Digital Media Designer might not function properly in Mac OS.

## Video Portal Reports

Table 2 lists additional client system requirements to use Video Portal Reports.

**Table 2** Cisco Video Portal Reports Tool Client Requirements

| Component   | Requirement   |
|---|---|
| Browser   | <b>Windows</b> <ul style="list-style-type: none"> <li>Firefox 1.5 minimum or 2.x recommended</li> <li>Internet Explorer 5.5 minimum or 6.0 or later recommended</li> </ul> <b>Linux or UNIX</b><br>Firefox 1.5 minimum or 2.x recommended<br><b>Apple Macintosh</b><br>Firefox 1.5 minimum or 2.x recommended |
| Renesis SVG Player 1.1 Internet Explorer Plugin (required only for Internet Explorer) | Renesis SVG Player 1.1 or newer Internet Explorer Plugin available at <a href="http://www.examotion.com/index.php?id=product_player_download">http://www.examotion.com/index.php?id=product_player_download</a>   |

## Video Portal Requirements

Table 3 lists additional client system requirements to use Cisco Video Portal.

**Table 3** Cisco Video Portal Client Requirements

| Component   | Requirement   |
|---|---|
| Browser   | <p><b>Windows</b></p> <ul style="list-style-type: none"> <li>• Firefox 1.5 minimum or 2.x recommended</li> <li>• Internet Explorer 6.0 or later recommended</li> <li>• Mozilla 1.8 or later recommended</li> </ul> <p><b>Linux or UNIX</b></p> <p>Support for Flash VoD files only on the following browsers:</p> <ul style="list-style-type: none"> <li>• Firefox 1.0 minimum or Firefox 2.x recommended</li> <li>• Mozilla 1.0 minimum or Mozilla 1.8 or later recommended</li> </ul> <p><b>Apple Macintosh</b></p> <p>Support for Flash and QuickTime VoD files on the following browsers:</p> <ul style="list-style-type: none"> <li>• Firefox 1.5 minimum or 2.x recommended</li> <li>• Safari 2.0 minimum or later recommended</li> </ul> |
| Adobe Flash plug-in                               | Adobe Flash 8 plug-in or later recommended  |
| Windows Media plug-in                             | Windows Media 9 or later required if Windows Media content is offered   |
| QuickTime plug-in                                 | QuickTime Player 7.1 or later recommended   |
| Cisco Digital Media Manager Live Event Module 1.0 | <p><b>Windows</b></p> <p>Internet Explorer 6.0 or later</p> <p><b>Apple Macintosh</b></p> <ul style="list-style-type: none"> <li>• VMWare Fusion 1.1.3 or later: <ul style="list-style-type: none"> <li>– Windows XP or Vista</li> <li>– Internet Explorer 6 or later recommended</li> </ul> </li> </ul>  |
| Minimum supported resolution                      | 1024 x 768  |

## Installation and Upgrade Notes

This section includes the following topics:

- [Installation Notes, page 9](#)
- [Upgrade Notes, page 9](#)



## Installation Notes

**Caution**

If you enter only an IP address during set up, the Cisco DMS appliances cannot communicate with each other. Cisco DMS appliances will not work correctly without a DNS server. Please enter a fully-qualified domain name (FQDN).

- To maintain network security, your DMM appliances and Video Portal appliances use digital certificates to communicate. These certificates use the DNS-routable hostname to identify each appliance uniquely. Therefore, you must enter the DNS-routable hostname for each appliance during setup when prompted to enter the fully-qualified domain name (FQDN) in AAI.
- You must also configure each of your DMS appliances in AAI to point correctly to the DNS server for your network and configure that DNS server to associate the IP addresses that your DMS appliances use with the FQDNs that their digital certificates use.
- When setting up your DMS 5.1.x appliances, do not use “Cisco” as the instance name for your Video Portal appliance. We reserve the use of the Cisco name for other purposes, and all deployments will fail if you use this instance name.

## Upgrade Notes

You can upgrade from Cisco Digital Media System 5.0.x to 5.1.x. For more information, including requirements and procedures, see *Upgrade Guide to Release 5.1.x for Cisco Digital Media System* on Cisco.com.

For information about the hardware and software that Cisco DMS supports in this release, see the [“Compatibility Matrix for Upgrading” section on page 4](#).

## Important Notes

This section includes the following topics:

- [Low Memory Causes DMP 4305G Endpoints to Restart Automatically, page 10](#)
- [Compatibility Limitations with Microsoft Internet Information Server \(IIS\), page 11](#)

## Low Memory Causes DMP 4305G Endpoints to Restart Automatically

Rather than crashing when they run low on memory, DMPs are designed to restart automatically, which clears their memory and causes downtime of much less than 1 minute, as opposed to the lengthy downtime that a hard crash would cause. In the rare cases when DMPs do run out of memory and restart automatically, SWF files are almost always responsible. The known scenarios when this can occur are as follows:

- The file size is greater than 500KB for your SWF file. Larger SWF files do work correctly in most cases, but we recommend as a best practice that you should always strive to use the smallest possible SWF files. Smaller files are far less likely to be burdensome to your DMPs.
- Your SWF file uses bitmapped image files outside itself that have a very large file size, either individually or collectively. Any bitmapped image files that you use in the production of a SWF file should be small files. If a bitmapped file has a large file size, it is important for you to understand that merely reducing the height and width of its placeholder on your canvas in Adobe Flash (or any similar authoring tool that you might use to develop a SWF file) will not reduce the actual file size.
- The web page that you are showing uses too many embedded SWF files.

Additionally, we recommend that you use the following guidelines when you create SWF files:

- The resolution of the SWF can be up to 1920 x 1080 if the animations that are contained within the SWF are small and are restricted to a 640x480 region.
- Avoid redraw of the whole screen in your Flash animation.
- Multiple movements on different parts of the screen cause more slowdown than a concentrated movement.
- The FLV recommended resolution should be 320x240.

## Limitations That are Resolved in DMS Release 5.1.0

Cisco DMS 5.1.0 corrects many bugs from earlier releases, including the ones that [Table 4](#) describes.

**Table 4** Resolved Bugs

| Defect ID                  | Description   |
|----------------------------|---|
| <a href="#">CSCsq26076</a> | The DMP 4400G has no sound after rotating the browser angle to 180 or 270 degrees.  |
| <a href="#">CSCsj72828</a> | When adding an asset to DSM, be sure that its name does not include any non-ASCII characters. Although DMS can store the asset successfully, its nonstandard filename prevents the content chooser in DMD from loading it. In addition, DMPs cannot play a video asset from any URL that contains non-ASCII characters. |
| <a href="#">CSCsk41444</a> | DMD allows you to create more than one synchronized playlist in a presentation; however, DMPs support only one synchronized playlist.   |
| <a href="#">CSCso76820</a> | The Schedules > Play Now advanced task version status does not display in a popup window.   |
| <a href="#">CSCsq39627</a> | If you check the randomize option for a playlist in a DMD presentation, you cannot uncheck this option; therefore, if you open a presentation and the randomized option is unchecked and you save the presentation, the randomize option persists for the playlist.   |
| <a href="#">CSCsq87168</a> | You cannot change the URL in edit asset operation after you add a URL asset; however, you can change other parameters.  |
| <a href="#">CSCsu30288</a> | When you show a public playlist that contains multiple jpeg files, which you stored locally on your DMP, the playback is choppy.  |

**Table 4** Resolved Bugs (continued)

| Defect ID                  | Description  |
|----------------------------|--|
| <a href="#">CSCsu43970</a> | Media library batch upload does not work properly when filenames contain spaces.   |
| <a href="#">CSCsv02181</a> | If you upgrade to Cisco DMS 5.0.2 from release 5.0 without first installing the license to use DMM-DSM 5.0, you are prevented after the upgrade from accessing the 5.0.2 versions of both DMM-DSM and DMM-ETV. Your DMM server shows an HTTP 500 error instead of DMM-DSM and an authorization error instead of DMM-ETV.     |
| <a href="#">CSCsq57006</a> | The DMP 4305G does not display correctly websites that have a User-Agent field in the HTTP header.   |
| <a href="#">CSCsr47342</a> | Video playback ends too soon on DMP 4300G endpoints, no matter whether the video asset is included in a playlist or embedded in a web page, if you have rotated the browser plane to 180 degrees or 270 degrees in DMPDM.  |
| <a href="#">CSCsr97307</a> | If you select the Flash 10 option instead of the Flash 9 option in DMPDM 5.0.2, Enterprise TV performance might be disrupted when you use any of these buttons on your remote control for DMPs: <ul style="list-style-type: none"> <li>• Show IP</li> <li>• Mute</li> <li>• VOL</li> <li>• Any unassigned buttons</li> </ul> |
| <a href="#">CSCsu03541</a> | DMPs cannot successfully follow an HTTP 302 redirect that changes the destination for a Video URL. This means that DMPs cannot play a video whose URL has changed, until the Video URL value points directly to the actual, changed URL.   |
| <a href="#">CSCsm62811</a> | After you deploy and then update a video part that contains keywords, keyword searches for the video part no longer work.  |

## Compatibility Limitations with Microsoft Internet Information Server (IIS)

DMPs that use firmware release 5.1.x are compatible with only one version of Microsoft Internet Information Server. That supported version is IIS 6.0 for Windows 2003 Enterprise.

If you do not have the supported IIS version but want your DMPs to retrieve assets from a webserver, we recommend that you use Apache instead of IIS.

## Limitations and Restrictions

Review [Table 5](#) before you begin working with Cisco DMS 5.1.x components. These are known limitations that will not be fixed, and there is not always a workaround.

Also, be sure to read the “[Important Notes](#)” section on [page 9](#) section for additional information.

**Table 5** Limitations and Restrictions in Cisco DMS 5.0

| Identifier                  | Component | Description   |
|-----------------------------|-----------|---|
| <b>Digital Media Player</b> |           |   |
| —                           | —         | Send DMP commands to DMPs in intervals of no fewer than 4 seconds between commands. |

**Table 5** *Limitations and Restrictions in Cisco DMS 5.0 (continued)*

| Identifier | Component | Description   |
|------------|-----------|---|
| CSCsk22719 | dmm-doc   | All services are brought down when you start a firmware upgrade on the DMP 4305G.<br><br><b>Workaround</b> Manually restart the DMP.  |
| CSCsq29816 | dmm-doc   | Errors occur on DMP 4400G and DMP 4305G endpoints when video links are configured as the startup URL.<br><br><b>Workaround</b> None. Use the video URL instead.   |
| CSCsq64982 | dmm-doc   | Video stops playing on the DMP 4305G when you insert a flash drive into the USB interface.<br><br><b>Workaround</b> Do not insert a flash drive when the DMP 4305G is active. Only insert the flash drive when the DMP is idle, and then restart. |

**Digital Signage Module (DMM-DSM)**

|            |         |   |
|------------|---------|---|
| —          | —       | If the DMM appliance goes down temporarily or restarts, you must ensure that replication between the DMM and Video Portal has resumed by verifying that the “Replication to Digital Media Manager: Working” message displays in the Video Portal AAI.   |
| CSCsw44817 | —       | DMP displays that are attached to your DMP 4300G endpoints show a white line on 4 sides when your playlists transition from playback of Shockwave Flash assets to playback of video assets.<br><br><b>Workaround</b> None.  |
| CSCso63214 | dmm-doc | When its resources are limited, a DMP 4305G endpoint resets without a splash screen and without illuminating the red LED that should be visible through the chassis front grille because of limited resources.<br><br><b>Workaround</b> Upgrade to a DMP 4400G which is more powerful and does not exhibit this behavior. |
| CSCso78514 | dmm-doc | Using the local file option to add a media asset that is larger than 2G causes the upload menu to remain open indefinitely.<br><br><b>Workaround</b> None. This is a browser limitation. We recommend that you upload a file that is smaller than 2G and that you use an external server for large files.                 |
| CSCsq62648 | dmm-doc | DMP 4305G restarts after 15 seconds when playing the emergency_animated template.<br><br><b>Workaround</b> None. This template is designed for the DMP 4400G. We recommend you do not play content on the DMP 4305G that is specific to the DMP 4400G.  |

For information about open caveats, see [Table 6](#).

# Open Caveats

Table 6 describes possible unexpected behavior by Cisco DMS 5.1.x components.

**Table 6** Open Caveats for Cisco DMS 5.1.x

| Identifier   | Description   |
|--|---|
| <b>Digital Media Encoders (DME)</b>  |   |
| <a href="#">CSCsx80200</a>   | <p>The factory-default video settings are not optimized on DMEs, and encoded video might be too bright.</p> <p><b>Workaround</b> Modify the settings until you are satisfied with the result.</p>   |
| <b>Digital Media Manager (DMM)</b>   |   |
| <a href="#">CSCsr81929</a>   | <p>If DHCP fails during first boot and you choose “no” when prompted for a static IP address, the DMM appliance installation stalls after 20 minutes and is unrecoverable.</p> <p><b>Workaround</b> Reimage the server with DMS recovery CD.</p>  |
| <b>Digital Signage Module (DMM-DSM) and Enterprise TV Module (DMM-ETV)</b> |   |
| <a href="#">CSCsx98270</a>   | <p>When a DMD presentation and an advanced task are scheduled to run back-to-back, playback of the presentation does not stop when it should.</p> <p><b>Workaround</b> Avoid scheduling an advanced task to run immediately after playback of a presentation.</p>   |
| <a href="#">CSCsy01884</a>   | <p>A DMP restarts unexpectedly (5 percent of the time) if video playback is in progress when you simultaneously use a file transfer task to download assets to the DMP.</p> <p><b>Workaround</b> There are two methods to work around this problem. Before you use a file transfer application, run the “Stop All Applications” system task on each affected DMP. Alternatively, you can use Cisco DMS Content Distribution (DMS-CD) instead of the file transfer task.</p> |
| <a href="#">CSCsy06650</a>   | <p>The total file size value for a playlist is reset to “N/A.” This occurs after you switch to WAAS mode, but only if Enterprise TV uses an asset that the playlist includes.</p> <p><b>Workaround</b> None.</p>  |
| <a href="#">CSCsx97974</a>   | <p>DMD prevents you from adding a URL to a nonvideo playlist.</p> <p><b>Workaround</b> Add the URL to your media library. Then, when you try again to populate the playlist, choose the URL entry that you saved to your media library, instead of trying to enter the URL manually.</p>  |
| <a href="#">CSCsx30269</a>   | <p>The dashboard in DMM-DSM does not show scheduled tasks. This problem is limited to Microsoft Internet Explorer (MSIE) and seems to be solved when you restart MSIE. However, the behavior reoccurs again later.</p> <p><b>Workaround</b> Choose <b>Tools &gt; Internet Options</b> in MSIE, and then click <b>Settings</b> on the General tab. Click <b>Every visit to the page</b>, and then click <b>OK</b> twice.</p>   |

Table 6 Open Caveats for Cisco DMS 5.1.x (continued)

| Identifier | Description  |
|------------|--|
| CSCsx94959 | <p>User role limitations do not apply to the Emergencies tab. Any DMM-DSM user can use it.</p> <p><b>Workaround</b> Consider very carefully which DMM-DSM users should have permission to work with your schedule and manage your DMP groups. Although all of the “Play in Future” features are suspended (for affected DMPs only) while a declared emergency is in progress, none of the “Play Now” features or “DMP Manager” features are suspended. Therefore, it is possible for a careless user or malicious user with sufficient permissions to start another event manually on the DMPs where an emergency message should play.</p> |
| CSCsx51041 | <p>After you associate a ticker action in DMD with a box object whose width is greater than 1,600 pixels, and you configure the ticker to scroll instead of fade, playback performance suffers for non-video assets, such as Shockwave Flash animations, that the presentation should play.</p> <p><b>Workaround</b> Reduce the width of the box object in your design or configure the ticker to fade but not scroll.</p>   |
| CSCsx51546 | <p>DMD does not prevent you from adding video assets to a nonvideo playlist. Instead of showing a warning that it does not support this behavior, DMD removes the video asset silently from the playlist when you save the presentation.</p> <p><b>Workaround</b> Avoid adding videos to nonvideo playlists in DMD.</p>  |
| CSCsx67967 | <p>DMM-DSM does not prevent you from uploading to your media library two assets that use the identical filename but whose other attributes differ. After you do this, the content chooser for DMD shows only one of these two assets.</p> <p><b>Workaround</b> Change the filename for one of the files, and then upload it again to your media library.</p>   |
| CSCsx53256 | <p>The error messages are unclear in DMD when you use File &gt; Save As to save a presentation with the identical name that a presentation template uses.</p> <p><b>Workaround</b> Avoid duplicating names for presentations and templates.</p>  |
| CSCsx19497 | <p>The workspace in DMD does not preview the text inside a box object when its vertical alignment value is set to “Bottom.” Although the preview feature fails in DMD, the presentation works as designed on the DMP displays where you show it.</p> <p><b>Workaround</b> None.</p>  |
| CSCsw35538 | <p>Cisco DMS Content Distribution (DMS-CD) features of DMM-DSM do not support nested DMP groups. DMS-CD functions as if this group structure is flat and does not autodelete old assets from DMPs that it misunderstands to be part of multiple DMP groups.</p> <p><b>Workaround</b> If local storage is full on DMPs that should receive a deployment from DMS-CD, and these DMPs are in nested groups, use Play Now to deploy a command immediately to delete the obsolete files from them. After this cleanup is finished, try again to provision the new assets from DMS-CD as a scheduled, future event.</p>                          |

Table 6 Open Caveats for Cisco DMS 5.1.x (continued)

| Identifier | Description   |
|------------|---|
| CSCsw94849 | <p>Cisco DMS Content Distribution (DMS-CD) might disrupt playback performance temporarily on your DMP 4400G endpoints. The disruption affects multicast video streams, HD videos, Shockwave Flash animations, and image assets that these DMPs show on their attached DMP displays while simultaneously downloading newly provisioned, large assets. Videos might become fragmented (contain artifacts), drop frames, or cut out during playback. Shockwave Flash animations might play slowly. Images might redraw slowly. DMPs might restart unexpectedly, in rare instances. These behaviors affect the DMP 4400G due to a hardware resource limitation.</p> <p><b>Workaround</b> You can configure bandwidth restrictions in your WAN that should help to alleviate these symptoms or eliminate them completely, depending on the system load of each DMP. Follow the best practices for DMS-CD that are described on Cisco.com, in <i>User Guide for Cisco Digital Media System 5.1.x</i>.</p> |
| CSCsy01792 | <p>Cisco DMS Content Distribution (DMS-CD) might cause a DMP to restart unexpectedly. This occurs if you make selections in DMM-DSM to provision assets to an external USB drive (usb_2) that is not actually attached to the DMP.</p> <p><b>Workaround</b> Before you try to provision assets to an external USB drive, verify that the drive exists and is attached to the DMP. Choose <b>Digital Media Players &gt; DMP Manager</b>, and then check the “External Storage MB. (Total/Free)” value that pertains to this DMP. The value should not be blank.</p>  |
| CSCsw67738 | <p>After Cisco DMS Content Distribution (DMS-CD) adds or deletes files on an external USB drive that is attached to a DMP, the DMP might mount this drive as Read-Only or might not mount it at all. Content distribution to or from usb_2 sometimes corrupts the file system on drives from certain manufacturers. In our testing, we have seen this on Western Digital Passport drives 0.5 percent of the time and on Maxtor drives 70 percent of the time. We have removed Maxtor from our list of supported manufacturers.</p> <p><b>Workaround</b> Disconnect the USB drive from your DMP and reformat the USB drive to use FAT32 as its file system.</p>  |
| CSCsx39478 | <p>VoD playback does not stop immediately in Enterprise TV on DMP 4300G and DMP 4305G endpoints when you choose the VoD parent folder from the menu.</p> <p><b>Workaround</b> None.</p>   |
| CSCsw89590 | <p>When you make selections in DMM-ETV to show an on-screen PIN that mobile phone users can use to authenticate their phones for emulation of the DMP remote control, the PIN might take as long as 2 minutes to appear on-screen.</p> <p><b>Workaround</b> Wait 2 minutes.</p>   |
| CSCsy01751 | <p>The video preview feature for Enterprise TV sometimes shows the wrong preview. Also, you are prevented from switching from the preview to the full-screen video. Instead of full-screen video, you might see that a small black rectangle loads in the upper right corner of the DMP display. Furthermore, if you press the Show IP button on a DMP remote control, an empty box is loaded instead of the IP address. These behaviors affect a DMP 4400G endpoint that has been running Enterprise TV for several days.</p> <p><b>Workaround</b> Redeploy the task to start Enterprise TV.</p>   |
| CSCsk30744 | <p><b>Current CDETS state is Duplicate</b></p> <p>You cannot save a presentation that is the same name as the presentation template.</p> <p><b>Workaround:</b> None.</p>  |

**Table 6** *Open Caveats for Cisco DMS 5.1.x (continued)*

| Identifier | Description   |
|------------|---|
| CSCsI97280 | <p>In an ACNS/DMS integration, if an ACNS channel is deleted while still scheduled in DMS, the DMS playlist cannot be deleted in DMM-DSM.</p> <p><b>Workaround</b> Create the set of the channels that are used to work with DMM-DSM, and do not delete them. To remove a channel from ACNS, complete these steps. Before deletion, remove all schedules that are assigned to particular channel (past/current/future). Remove channel from ACNS only after you have removed the schedules.</p> |
| CSCso83562 | <p>On the Play in Future tab, scheduling monthly and yearly recurring jobs during a leap year results in scheduling anomalies for jobs that occur during the month of February in subsequent months and years.</p> <p><b>Workaround</b> None.</p>   |
| CSCsq72364 | <p>The first time you open a new, blank landscape template, the resolution defaults to portrait (768 x 1366).</p> <p><b>Workaround</b> Click the Portrait tab; then, click the Landscape tab.</p>   |
| CSCsu27675 | <p><b>Current CDETS state is Junked</b></p> <p><del>In Firefox 3, some parts of the web-based DMM-DSM user interface are misaligned and do not work properly.</del></p> <p><del>Workaround: Use Firefox 2; we do not support Firefox 3.</del></p>   |
| CSCsu32056 | <p>When using Virtua presentation template in DMD, with the effect of the scrolling ticker is changed to scroll (left) - The scrolling ticker freezes on flash slide transition.</p> <p><b>Workaround</b> Avoid changing scroll effect in the DMD virtual presentation template.</p>  |



Table 6 Open Caveats for Cisco DMS 5.1.x (continued)

| Identifier | Description  |
|------------|--|
| CSCsu49007 | <p><b>Current CDETS status is Closed</b></p> <p>If you upgrade or downgrade the firmware for a DMP group that contains more than 20 DMPs while those same DMPs are playing a DMD presentation (which uses video and Shockwave Flash assets), some of the affected DMPs might not restart automatically and their upgrade might not be completed. When this happens, you cannot access the affected DMPs through port 7777 or port 6666. However you can ping them and you can see a green light through the front grille of their chassis.</p> <p><b>Workaround:</b> Before upgrading any DMP group that contains more than 20 DMPs, complete these steps to clear the content being played:</p> <ol style="list-style-type: none"> <li>1. In DMM-DSM, use the Advanced Tasks feature to create a new DMP Startup URL task that will clear the startup URL and restart your DMP: <ul style="list-style-type: none"> <li>• For the task name, enter: <b>Startup URL – Empty &amp; Restart.</b></li> <li>• For the description, enter: <b>Startup URL – Empty &amp; Restart.</b></li> <li>• Do not enter anything for the Video URL.</li> <li>• Do not enter anything for the Browser URL.</li> <li>• Check the <b>Reboot Necessary</b> check box.</li> </ul> </li> <li>2. Save your work.</li> <li>3. Under the Schedules tab, use the Play Now feature to submit the “Startup URL – Empty &amp; Restart” task to your DMPs.</li> <li>4. After your DMPs have restarted, submit the firmware upgrade or downgrade to no more than 20 of them at one time.</li> <li>5. After the upgrade or downgrade is finished and the affected DMPs have all restarted automatically, use the Play Now or Play in Future method to run an advanced task on your DMPs to populate their Startup URL.</li> </ol> |

***Is it compulsory or forbidden for us to disclose CSCsq62657 and CSCsj09611?***

#### Digital Media Player

|            |  |
|------------|--|
| CSCsx57321 | <p>The Internal Storage page in DMPDM might show that the DMP 4300G or DMP 4305G file system is Read-Write, instead of Read-Only. This occurs after cycling a DMP (turning its power off and then on), which can sometimes cause its file system to mount local volumes incorrectly.</p> <p><b>Workaround</b> Use the Restart DMP page in DMPDM to soft-reset your DMP and restore normal permissions.</p> |
| CSCsx45397 | <p>While showing a presentation that combines Shockwave Flash (SWF) assets and video assets (unicast or multicast streams), DMP playback of the video is choppy. This occurs only when a DMP starts, while it is loading SWF assets into memory, and is the result of limited CPU capacity.</p> <p><b>Workaround</b> None.</p>   |
| CSCsw36650 | <p>DMP displays might go black for as long as 3 seconds when playback is transitioning from one video asset to another video asset.</p> <p><b>Workaround</b> To reduce the duration of the black screen interval between two videos, you can use DMM-DSM to turn off the failover URL for a DMP.</p>   |

**Table 6** *Open Caveats for Cisco DMS 5.1.x (continued)*

| Identifier | Description  |
|------------|--|
| CSCsx27295 | <p>After you use a DMM-DSM system task to disable DMP failover, there is no indication in DMPDM that failover is disabled.</p> <p><b>Workaround</b> If you cannot use DMPDM successfully to enable DMP failover, check in to see if failover is disabled for that DMP in DMM-DSM.</p>  |
| CSCsw49508 | <p>DMPDM becomes unresponsive after you enter the wrong IP address to identify the DMM appliance that you use for centralized management. This happens only after you incorrectly enter the IP address of your DMM appliance.</p> <p><b>Workaround</b> Restart the DMP and, within 30 seconds, enter either <b>127.0.0.1</b> or the correct IP address for your DMM appliance.</p>   |
| CSCsq39957 | <p>If you play a DMD presentation on the DMP 4400G or DMP 4305G and then play a playlist, the videos will not appear full screen because the DMD-generated application changes the video dimensions.</p> <p><b>Workaround</b> Change the video settings back to full screen, and restart the DMP.</p>  |
| CSCsq62685 | <p><b>Current CDETS status is Closed</b></p> <p><del>When you submit an HTTP pulling task with a DMD presentation to a DMP, the DMP continues to play the currently playing presentation while pulling content.</del></p> <p><del>Workaround: Determine whether you want to stop the playing presentation before you submit an HTTP pulling task.</del></p>  |
| CSCsr49869 | <p>Video performance becomes choppy on DMP 4300G and DMP 4305G endpoints while they are downloading updated RSS data for tickers.</p> <p><b>Workaround</b> None. This is the result of a processor limitation.</p>   |
| CSCsr90758 | <p>If you select the Flash 10 option instead of the Flash 9 option in DMPDM 5.0.2, DMP 4400G endpoints might exhibit choppy playback performance when playing Shockwave Flash assets.</p> <p><b>Workaround</b> Choose the Flash 9 option.</p>  |
| CSCsu03553 | <p>When a DMP uses Flash 10, the background color on its attached DMP display changes to white after 7 hours of continuous playback for any SWF object. After this same interval, the DMP remote control has no effect when you try to use its features to mute audio, adjust audio volume, or show which IP address the DMP is using.</p> <p><b>Workaround</b> None.</p>  |
| CSCsu11596 | <p><b>Current CDETS status is Unreproducible</b></p> <p><del>A DMP 4400G might stop responding to the volume control buttons on its remote control if you use the remote control to adjust the audio volume levels for assets that you are playing from local storage.</del></p> <p><del>Workaround: Do not use your remote control in this way with a DMP 4400G while any of its locally stored assets are playing.</del></p> |

Table 6 Open Caveats for Cisco DMS 5.1.x (continued)

| Identifier                 | Description  |
|----------------------------|--|
| <a href="#">CSCsu87484</a> | <p><i>EDCS text leaves it unclear whether this is a limitation in DMM or if it is specific to the 4305. Which is it?</i></p> <p>DMP 4305 endpoints cannot successfully transmit RS-232 commands to control SunBrite 46" all-weather displays.</p> <p><b>Workaround</b> None.</p> |
| <b>DMS-Admin</b>           |  |
| <b>Enterprise TV</b>       |  |
| <b>Video Portal</b>        |  |
| <a href="#">CSCsw43748</a> | <p>When Cisco Video Portal plays a QuickTime video, the video is not centered in the browser. There is a white or black space under the video.</p> <p><b>Workaround</b> None.</p>  |
| <a href="#">CSCsx94831</a> | <p>The Windows Media VoD video slider does not work in Firefox.</p> <p><b>Workaround</b> If you require this feature, use another supported browser than Firefox.</p>  |
| <a href="#">CSCsy01889</a> | <p>When you use Microsoft Internet Explorer 6.0 to log in to Cisco Video Portal, you cannot press the Tab key to move your cursor to the Password field.</p> <p><b>Workaround</b> Click in the Password field to move your cursor to it.</p>                                     |
| <a href="#">CSCsx80329</a> | <p>A Cisco Video Portal that uses Windows Media or QuickTime for video might reload constantly on client systems that use Firefox.</p> <p><b>Workaround</b> Restart the client system.</p>   |
| <a href="#">CSCsk28257</a> | <p>Cisco Video Portal client systems with low memory might hang when viewing live or VoD events that include more than 100 synchronized slides because each slide requires approximately 2MB of memory.</p> <p><b>Workaround</b> Increase memory on the client system.</p>       |
| <a href="#">CSCsq95031</a> | <p>Synchronized slides for Cisco Video Portal are not backed up when you back up the DMM appliance and not available after you restore from this backup.</p> <p><b>Workaround</b> None.</p>  |

# Updates and Errata for Printed Documentation

Online-only documents on Cisco.com for Cisco DMS are updated as needed, and we recommend that you check Cisco.com regularly for updates.

This section describes errors and omissions in the **printed** documentation for Cisco DMS 5.1.x, which will be corrected in future printings.

- [Remote Control Quick Start Guide for Cisco Digital Media Players, page 20](#)
- [Mounting Kit Assembly Guide for Cisco Digital Media Players, page 20](#)
- [Quick Start Guide for Cisco Digital Media Player \(4305G and 4400G\), page 20](#)

## Remote Control Quick Start Guide for Cisco Digital Media Players

In some printings, the “Requirements and Limitations” section states incorrectly that the “Cisco Digital Media Player (DMP) 4400G devices, and 4305G devices after July 2008, ship with a remote control.” The remote control is an optional item that you must purchase separately.

## Mounting Kit Assembly Guide for Cisco Digital Media Players

In some printings, Cisco product numbers are wrong for mount kits.

- Any use of “69-1802-01” is incorrect. The correct part number is “DMP-PRCASE-4305-S1.”
- Any use of “69-1803-01” is incorrect. The correct part number is “DMP-PRCASE-4400-S1.”

## Quick Start Guide for Cisco Digital Media Player (4305G and 4400G)

Some printings of these two guides contain identical errors:

- [Quick Start Guide for Cisco Digital Media Player 4305G](#)
- [Quick Start Guide for Cisco Digital Media Player 4400G](#)

The errors are as follows:

- The Concepts text on page 3 mentions “protective case” accessories for DMPs, which discourage tampering and prevent theft. The accessory category was renamed after these guides were printed. The category name is now “mount kit.”
- Also because the accessory category was renamed, the topic “Learning About the Protective Case for DMPs” became invalidated in multiple ways after these guides were printed:
  - The topic heading should say “Learning About the Mounting Kit for DMPs.”
  - The topic text mischaracterizes the title for mount kit assembly documentation. The correct title is *Mounting Kit Assembly Guide for Cisco Digital Media Players*.
- Any use of “69-1802-01” is incorrect. The correct part number is “DMP-PRCASE-4305-S1.”
- Any use of “69-1803-01” is incorrect. The correct part number is “DMP-PRCASE-4400-S1.”

## 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](http://www.cisco.com/en/US/products/ps6681/products_documentation_roadmaps_list.html)

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>

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