



Plan for and Manage Emergencies

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Emergency conditions might prevent messages from playing through your DMPs.

- [Concepts, page 22-1](#)
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We prepared this material with specific expectations of you.

- ✔ You will use Cisco Digital Signs for public safety messaging.



This material pertains to multiple releases of Cisco DMS.

5.2.0

5.2.1

5.2.2

5.2.3

Concepts

- [Overview, page 22-1](#)

Overview

When emergencies of any kind affect sites where you deploy digital signage, you can use DMP displays to alert your viewers, warn them about dangers that might affect them, and direct them to safety. Or you can provide other kinds of information to them as you see fit. Until you stop playing emergency messages, they override all events that were scheduled to run automatically.

It is important to remember that emergency message insertions in your schedule will override *only* the events that are scheduled to run automatically. Furthermore, such insertions will override these events on *only* the DMPs that the emergency message insertion affected. All other DMPs in your network will abide by their schedule, without disruption.

Emergency conditions might prevent messages from playing on your DMP displays.

**Note**

Consider very carefully which DMM 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 an 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.

If policies in your organization require of you that one or more screen zones must show assets that are editable, you can stage the editable assets remotely on one of your external deployment servers instead of staging them locally on your DMPs. Then, the people in your organization who are entrusted to edit these assets can change them—to update the emergency message, for example—in real time.

After an emergency has stopped and normal scheduling has resumed on a DMP group and its children, any playlist or presentation that was scheduled for playback at that time will start from the beginning.

Procedures

- [Create Deployment Packages for Emergencies, page 22-2](#)
- [Provision Emergency Assets Immediately to DMP Local Storage, page 22-3](#)
- [Schedule the Future Staging of Emergency Assets, page 22-6](#)
- [Start Playback of an Emergency Message, page 22-7](#)
- [Stop Playback of an Emergency Message, page 22-8](#)

Create Deployment Packages for Emergencies

Before You Begin

- Populate the playlist or design the presentation whose assets you will transfer to your DMPs.

Procedure

- Step 1** Define a deployment task for DMS-CD to provisioning emergency assets to DMP local storage. Alternatively, do the following to define a file transfer task that you can deploy:
- a. Choose **Digital Media Players > Advanced Tasks**, and then click **File Transfer to DMP or Server**.
 - b. To create a new file transfer task, click  **Add New Application**.
 - c. After the page is refreshed, do the following to define behaviors for, and save, the file transfer task.
 1. Enter a specific name, such as “Fire” or “Flash Flood,” for the type of emergency. You might want to use a less specific name, such as “Emergencies,” if this task will transfer the assets for multiple presentations or playlists, or if your organization uses one playlist or presentation for emergencies of all kinds.
 2. From the DMP Publishing Protocol list, choose **FTP** or **HTTP**, and then check the **Emergency/Alarm** check box.

3. Click **Presentations** in the Applications list if the assets are part of a saved presentation.

OR

Click **Playlists** if the assets are part of a saved playlist.

4. After the page is refreshed, click in the Available Applications list the name of the presentation or playlist whose assets should be transferred, and then click  **Select Applications**.
5. **(Optional)** To transfer the assets for multiple playlists and presentations, repeat the preceding step.
6. Click **Submit** to save this task, so that it becomes available for deployments.



Note

Even though you created and saved a file transfer task, you have not used it yet. Your DMPs will not have local copies of the emergency assets until after you run this task successfully.

Step 2 Provision the emergency assets to your DMPs.

Step 3 Stop. You have completed this procedure.

Related Topics

- [Use the 'Run Task' Feature to Provision Emergency Assets Immediately, page 22-3](#)
- [Use the 'Play Now' Feature to Provision Emergency Assets Immediately, page 22-5](#)
- [Schedule the Future Staging of Emergency Assets, page 22-6](#)

Provision Emergency Assets Immediately to DMP Local Storage

- [Use the 'Run Task' Feature to Provision Emergency Assets Immediately, page 22-3](#)
- [Use the 'Play Now' Feature to Provision Emergency Assets Immediately, page 22-5](#)

Use the 'Run Task' Feature to Provision Emergency Assets Immediately

Before You Begin

- Create and save deployable messages for playback during emergencies.

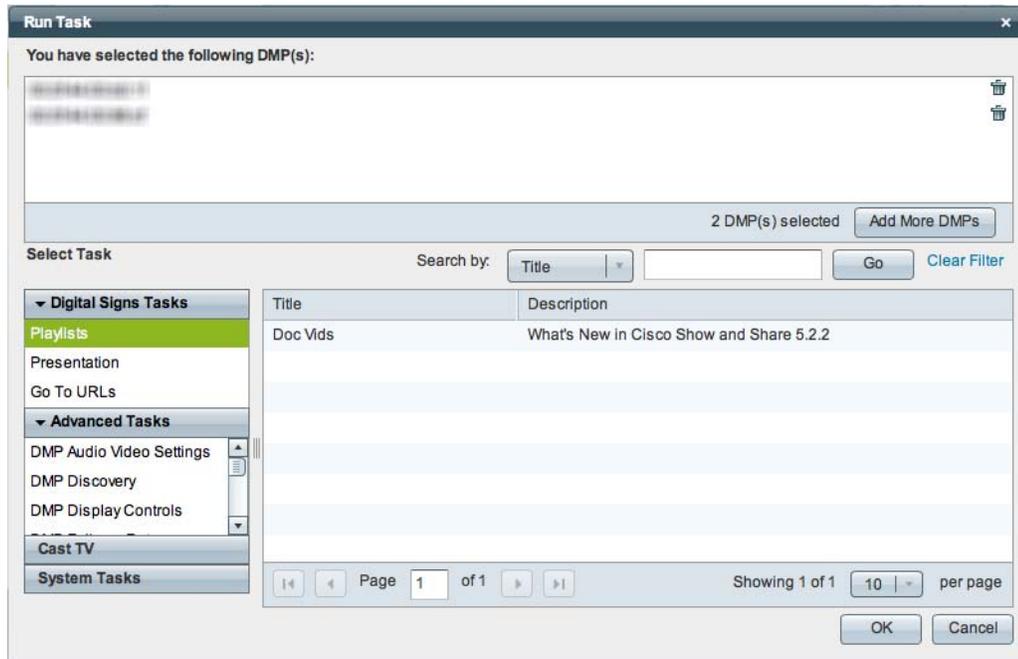
Procedure

Step 1 Click the **DMP Manager** tab.

Step 2 Use check boxes in the table to mark DMPs that should immediately show the emergency message.

Step 3 Click **Run Task**.

The Run Task dialog box opens.



- Use options in the top pane to add DMPs to, or remove them from, your emergency deployment.
- Use options in the Select Tasks pane to filter which advanced tasks the table shows.
- Use pagination controls under the table to control how many advanced tasks you see.
- Use the Search function above the table to locate particular tasks quickly.

Step 4 Click to highlight the best system tasks for the type of emergency.

Step 5 Click **OK**.

The Run Task dialog box closes and a message tells you that your selected task was deployed.



- DMM transfers assets to your DMPs.
- DMM creates as many Go-to URL entries as the number of presentations and playlists that are part of the deployment.
- DMM applies the prefix “Alarm” to each of these Go-to URL entries.

Step 6 Stop. You have completed this procedure.

Related Topics

- [Provision Emergency Assets Immediately to DMP Local Storage, page 22-3](#)
- [Schedule the Future Staging of Emergency Assets, page 22-6](#)
- [Start Playback of an Emergency Message, page 22-7](#)
- [Stop Playback of an Emergency Message, page 22-8](#)

Use the 'Play Now' Feature to Provision Emergency Assets Immediately

Before You Begin

- Create and save deployable messages for playback during emergencies.

Procedure

Step 1 Choose **Schedules > Play Now**.

Step 2 From the Select an Event Type list, choose **System Tasks**.

Step 3 Click **Select System Tasks** and wait until the Select Event dialog box opens.

Step 4 Click **Deployment Package** in the Type column if you created a DMS-CD deployment task for this emergency.

OR

Click **File Transfer to DMP or Server** in the Type column if you created a file transfer task for this emergency.

Step 5 Click the task name in the Application Name column.

Step 6 Click **OK** to confirm your selection and close the Select Event dialog box.

Step 7 Click the name in the DMP Groups tree of the group whose member DMPs should have local copies of the emergency assets.

Step 8 Click **Submit** to issue the command immediately.

- It transfers assets to your DMPs.
- It creates as many Go-to URL entries as the number of presentations and playlists that you chose.
- It applies the prefix "Alarm" to each of these Go-to URL entries.

Step 9 Stop. You have completed this procedure.

Related Topics

- [Use the 'Run Task' Feature to Provision Emergency Assets Immediately, page 22-3](#)
- [Schedule the Future Staging of Emergency Assets, page 22-6](#)
- [Start Playback of an Emergency Message, page 22-7](#)
- [Stop Playback of an Emergency Message, page 22-8](#)

Schedule the Future Staging of Emergency Assets

Before You Begin

- Create and save deployable messages for playback during emergencies.

Procedure

- Step 1** Choose **Schedules > Play in Future**.
- Step 2** From the calendar, choose the year, month, and day when the assets should be transferred. The timeline is updated automatically, so that it shows the schedule for that day.
- Step 3** Choose **Advanced Tasks** from the Add an Event list, which is located under the timeline.
- Step 4** Use features of the Schedule Task dialog box to choose the DMPs or the external servers.
- a. Click **Select Group**, and then click the name of the group whose members should have local copies of the emergency assets.
 - b. Click **OK** to confirm your selection and close the Select DMP Group dialog box.
- Step 5** Click **Select System Tasks** and wait until the Select Event dialog box opens.
- Step 6** Click **Deployment Package** in the Type column if you created a DMS-CD deployment task for this emergency.

OR

Click **File Transfer to DMP or Server** in the Type column if you created a file transfer task for this emergency.

- Step 7** Click the task name in the Application Name column.



Note You cannot use **DMS-CD to deploy to an external server**. DMS-CD supports deployments to DMPs only.

- Step 8** Click **OK** to confirm your selection and close the Select Advanced Tasks dialog box.



Tip You can use the provided controls to adjust the start and stop time for this task. Remember to allow sufficient time for the transfer to complete. The amount of time required can vary according to the cumulative file size of the selected assets, the capacity of your network, any congestion in your network, and possibly other factors. Do not use any of the provided controls for repeating a task.

- Step 9** Click **Save** to confirm your selections and close the Schedule Task dialog box.
- Step 10** Click **Save All** to save your work in the schedule before you try to publish it.
- Step 11** Click **Publish All** to transmit the deployment according to the schedule that you defined.
- Step 12** Stop. You have completed this procedure.
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Related Topics

- [Provision Emergency Assets Immediately to DMP Local Storage, page 22-3](#)
- [Start Playback of an Emergency Message, page 22-7](#)
- [Stop Playback of an Emergency Message, page 22-8](#)

Start Playback of an Emergency Message

Before You Begin

- Create and save deployable messages for playback during emergencies.
- Provision assets for the emergency message to DMP local storage or a network server.

Procedure

Step 1 Choose **Digital Media Players > Emergencies**.

OR

Choose **Schedules > Emergencies**.

Step 2 Click **Start Emergency**.

Step 3 From the Select Emergency list, choose the playlist or presentation that your DMPs should play during the type of emergency that is now in progress.

Entries that you see in the Select Emergency list are derived from file transfer tasks that you saved after checking the Emergency/Alarm check box. You cannot add the “ALARM” prefix manually to the name of a (Go to) URL task to make the task appear in the Select Emergency list. Nor can you delete the “ALARM” prefix manually from the name of a (Go to) URL task to exclude the task from the Select Emergency list.

Step 4 Expand the Select DMP Group tree, click the entry for the DMP group whose member DMPs should all announce the emergency, and then click **Start**.

When you choose a DMP group that has child groups, the child groups and their member DMPs are also selected automatically.

While this emergency is in-progress, the event-scheduling features at Schedule > Play in Future will be suspended temporarily for whichever group and children you chose. However, your other DMP groups will not be affected. You still can schedule events for those other groups. Later, after you stop this emergency, the event-scheduling features at Schedule > Play in Future will be restored for the group and children that you chose.

Step 5 To confirm your selections and start playback immediately of your emergency presentation or emergency playlist, click **OK**. (Emergency conditions might prevent messages from playing on your DMP displays.) Alternatively, to discard your selections without playing any assets for any emergency, click **Cancel**.

A message tells you whether you submitted the emergency successfully. After you dismiss the message, the page is refreshed. If you submitted the emergency, the DMP group that you chose in [Step 4](#) is colored red in the Select DMP Group tree.

Step 6 Stop. You have completed this procedure.



Tip

You can submit an emergency to a DMP group while it is showing a playlist or presentation that describes some other emergency. There is no need to explicitly stop playback of the current emergency message before you start another one.

Related Topics

- [Schedule the Future Staging of Emergency Assets, page 22-6](#)
- [Stop Playback of an Emergency Message, page 22-8](#)

Stop Playback of an Emergency Message

Before You Begin

- Start playback of an emergency message.

Procedure

Step 1 Choose **Digital Media Players > Emergencies**.

OR

Choose **Schedules > Emergencies**.

Step 2 Click **Stop Emergency**.

Step 3 Expand the Select DMP Group tree, click the DMP group that is colored red, and then click **Stop**.

If you choose a DMP group that has child groups, the child groups and their member DMPs are also selected automatically.

Step 4 To confirm your selections, which will stop playback of your emergency message and restore normal scheduling for the DMP group (and children) that you chose, click **OK**. Alternatively, to discard your selections without stopping the emergency, click **Cancel**.

A message tells you whether you stopped the emergency successfully. After you dismiss the message, the page is refreshed.

If you stopped the emergency, the DMP group that you chose in [Step 3](#) is no longer colored red in the Select DMP Group tree.

Step 5 Stop. You have completed this procedure.

If you selected a DMP group whose member DMPs were not showing emergency messages, these DMPs will stop and then restart their playback of whatever asset they are scheduled to show.

If separate emergencies were in effect simultaneously across multiple DMP groups and you stopped the emergency for only one group, remember that the event-scheduling features at Schedule > Play in Future still are suspended for all groups where emergencies remain in effect.

Related Topics

- [Start Playback of an Emergency Message, page 22-7](#)