



## **Recovery Guide for Cisco Digital Media Suite 5.2 Appliances**

May 3, 2010

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*Recovery Guide for Cisco Digital Media Suite 5.2 Appliances*  
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# Preface

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This chapter includes the following sections:

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- [Obtaining Documentation and Submitting a Service Request, page vi](#)

## Purpose

This guide describes in detail the procedure for performing a recovery for Cisco Digital Media Manager (DMM) and Cisco Show and Share appliances.

## Audience

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

## Document Conventions

This guide uses these text formatting conventions:

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

Item	Convention
Selecting a menu item in paragraphs	<b>Option &gt; Network Preferences</b>
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 Suite* 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 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 5.2

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This document provides the information that you require to recover from a software failure of the Cisco Digital Media Manager (DMM) 5.2.

This chapter includes the following sections:

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

### 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 5.2.
- Write down the network configuration information for your site (DHCP or Static network settings).
- Obtain physical access to the appliance.

### Recovery Process

The following table shows the major steps you must take to perform a software recovery on your Cisco DMM appliance.

—	Task	Reference
<b>Step 1</b>	If possible, back up your Cisco DMM. If you cannot create a new backup, be sure you have access to a previous backup.	<a href="#">Back Up the Cisco DMM Appliance, page 1-2</a>
<b>Step 2</b>	Perform the software recovery procedure.	<a href="#">Recover the Cisco DMM Software, page 1-3</a>
<b>Step 3</b>	Restore your Cisco DMM configuration.	<a href="#">Restore the Cisco DMM Settings, page 1-11</a>
<b>Step 4</b>	If you are using the Cisco DMM with Cisco Show and Share, pair the appliances.	<a href="#">Chapter 3, “Pairing the Cisco Digital Media Suite Appliances”</a>

## Back Up the Cisco DMM Appliance

If you can access the Cisco DMM HTTP or AAI interface, create a new backup of your Cisco DMM configuration. The backup includes all the configuration and database information for the Cisco DMM appliance, including license information, so you will not need to obtain new or reinstall existing licenses. Because the license is specific to the appliance, you cannot use this recovery procedure to replicate the configuration from one Cisco DMM appliance to another.

**Caution**

---

The backup files contain only configuration and database information for the Cisco DMM; any media files stored on the Cisco DMM appliance, including digital signage assets, will be erased during recovery. Those assets cannot be recovered.

---

You can back up a DMM appliance by using DMS-Admin or AAI. Refer to the following resources for more information for the type of backup you will perform:

- DMS-Admin backup—[User Guide for Cisco Digital Media Manager 5.2.x](#)
- AAI backup—[Administration Guide for Cisco Digital Media System 5.2.x Appliances](#)

If you cannot access the Cisco DMM HTTP or AAI interface, you will need to use a previous backup of the system. You will lose any changes that were made since that backup.



## Recover the Cisco DMM Software



### Caution

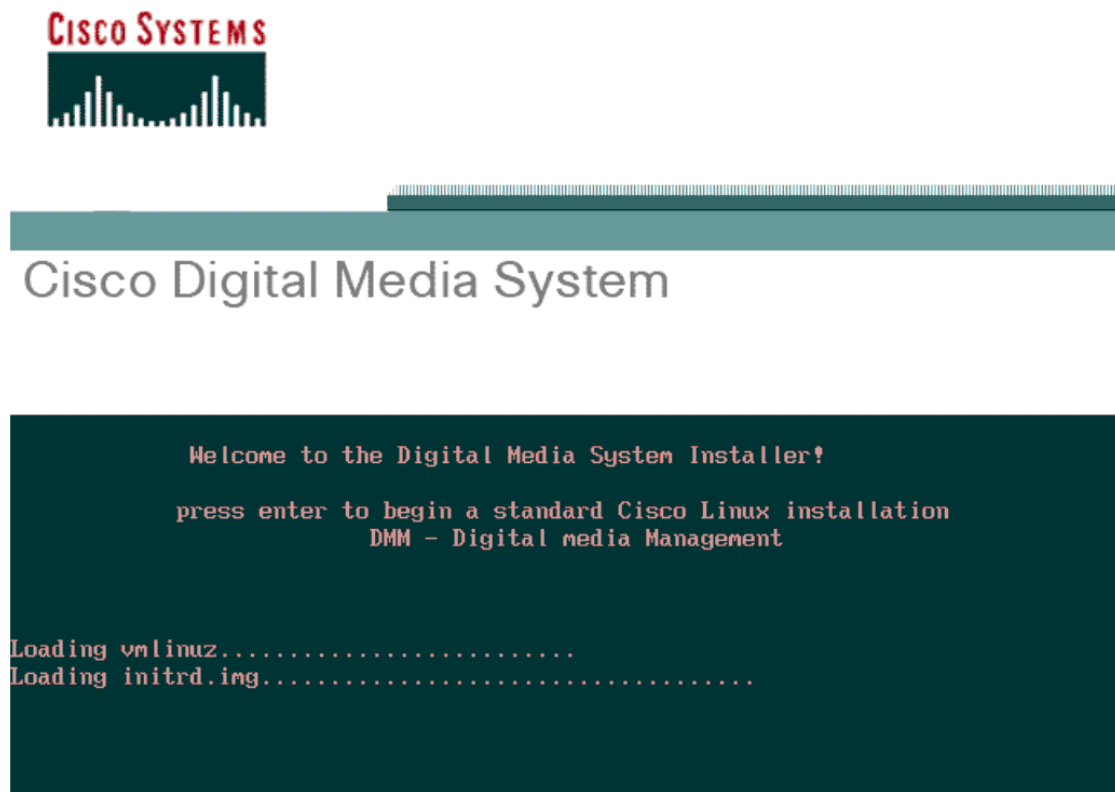
All media stored on the Cisco DMM appliance is erased during the recovery process. The media cannot be recovered.

To recover the DMM, complete the following steps:

### Step 1

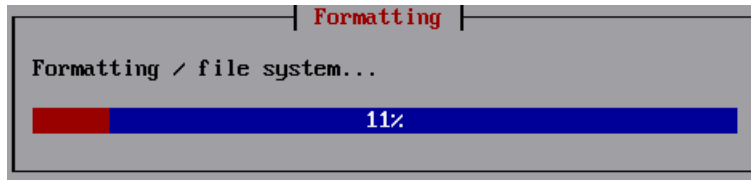
Insert the recovery DVD in the CD/DVD-ROM drive and restart the appliance.

If you see the following screen briefly, the server appliance is booting from the recovery DVD.

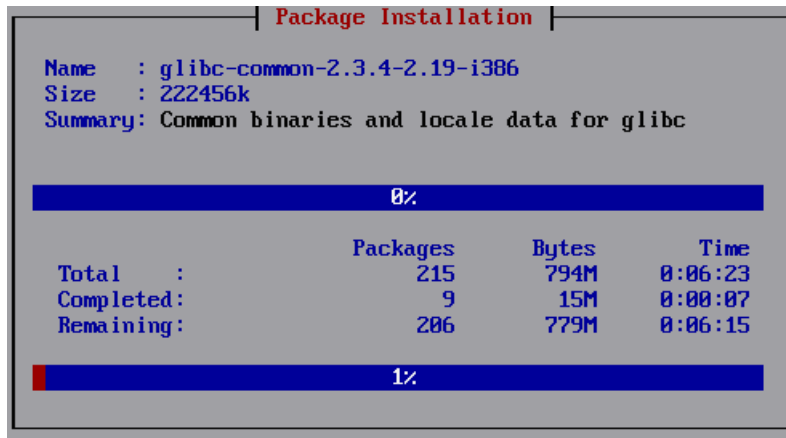


The recovery process takes about two minutes for initial loading and then asks for your confirmation to overwrite the existing system. Overwriting erases all the existing data on the DMM server appliance. By default **No** is selected.

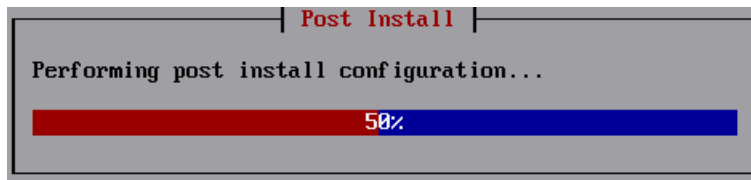
- Step 2** Use the **Tab** key to navigate to **Yes**, and press **Enter** to proceed.  
The file system formatting screen displays.



The package installation screen displays.



The post-installation screen displays.



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

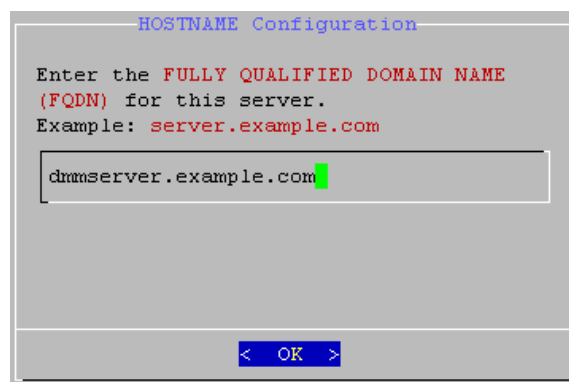
```

/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.

```

- Step 3** 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 4** In the HOSTNAME Configuration screen, enter the fully qualified domain name of the appliance (hostname plus the domain name).

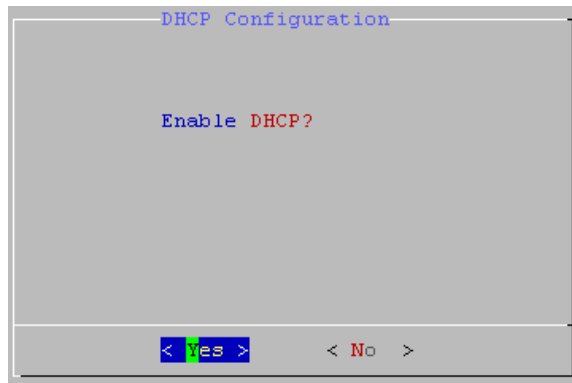
This screen is an example of the hostname of the appliance being set to server.example.com.



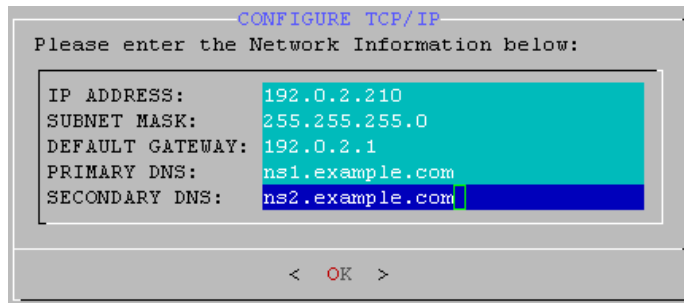
- Step 5** The DHCP configuration screen displays. If the server appliance gets the IP address automatically from the DHCP server, select **Yes**.



**Note** Cisco does not recommend using DHCP for the DMM appliance.



- Step 6** If DHCP is enabled, go [Step 12](#), 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 7** 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 6](#).

```
Network Configuration CONFIRMATION
Confirm the Network Settings:

Hostname: dnmserver.example.com
IP Address: 192.0.2.210
Subnet Mask: 255.255.255.0
Default Gateway: 192.0.2.1
Primary DNS: ns1.example.com
Secondary DNS: ns2.example.com

< Yes >      < No >
```

- Step 8** If your network infrastructure requires you to manually specify network negotiation settings, select **No** to disable auto-negotiation.

```
Auto Negotiation Configuration

Enable Auto Negotiation?

< Yes >      < No >
```

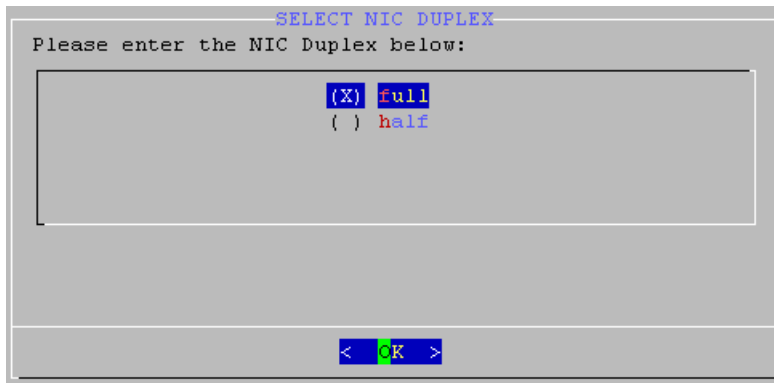
- Step 9** If you enabled auto-negotiation, go to [Step 12](#), time zone configuration. If auto-negotiation is disabled, set the NIC speed to 10, 100, or 1000 Megabits.

```
SELECT NIC SPEED
Enter the NIC Speed below:

( ) 10 Megabits
(X) 100 Megabits
( ) 1000 Megabits

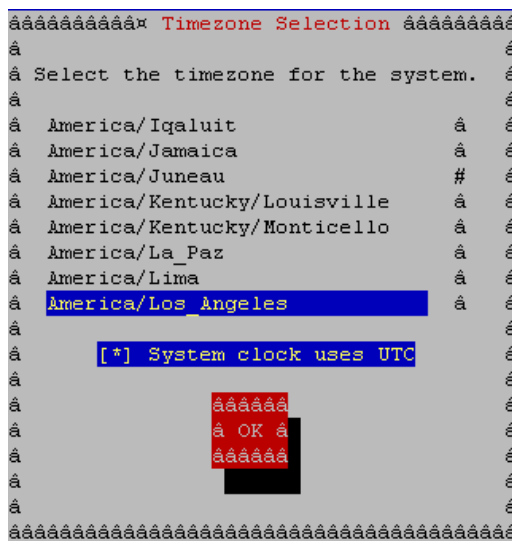
< OK >
```

**Step 10** Set your NIC to either full or half duplex.



**Step 11** Confirm the NIC speed and duplex settings.

**Step 12** Configure the time zone. Select the time zone by using the up and down arrow. Press **Tab**, and then press **Space** to select or to deselect **System clock uses UTC**. Press **Tab** again to navigate to the **OK** button, and press **Enter**.



**Step 13** Confirm the time zone setting. Press **Enter** if all the information is correct. If any information is incorrect, use the arrow keys to navigate to **No**, and press **Enter** to reconfigure your settings.

- Step 14** 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.

```

MONTH YEAR DATE Configuration
Choose a DATE:
<Tab>/<Alt + Tab> between
fields, Up/Down arrows to change
values, <enter> to submit.
Month          Year
October        2006

  &(+);
Sun Mon Tue Wed Thu Fri Sat
40   1  2  3  4  5  6  7
41   8  9 10 11 12 13 14
42  15 16 17 18 19 20 21
43  22 23 24 25 26 27 28
44  29 30 31

  &(+);
< OK >

```

- Step 15** 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 16** 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.

```

TIME Configuration

Set the TIME in 24 Hour hh:mm:ss Format

<Tab>/<Alt + Tab> between fields, Up/Down
arrows to change values, <enter> to submit.

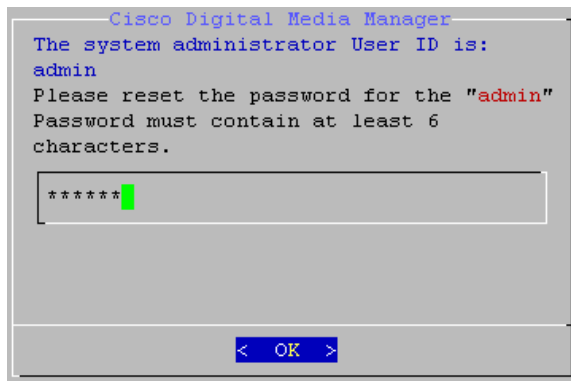
  10 : 10 : 10

< OK >

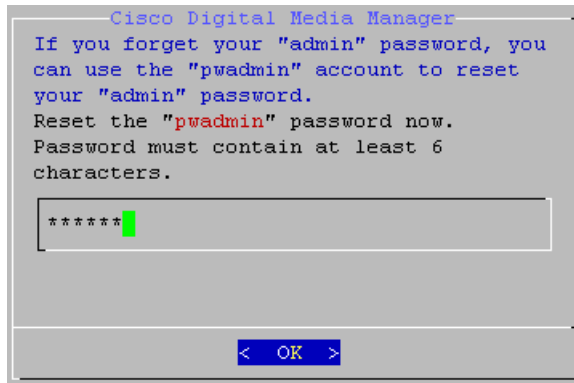
```

- Step 17** Confirm the time. Press **Enter** if all the information is correct. If any information is not correct, use the arrows to navigate to **No**, and press **Enter** to reconfigure your settings.

- Step 18** Set the password for **admin**, the default administrator account for this appliance. Your password cannot be null and must contain six characters.



- Step 19** Confirm the password for the **admin** user.
- Step 20** A confirmation screen displays for your **admin** password change. Press **Enter** to continue.
- Step 21** Set the password for **pwadmin** user. The **pwadmin** account allows you to reset your **admin** user password. The password cannot be null and must contain six characters.



- Step 22** Confirm the password for **pwadmin** user.
- Step 23** 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 24** Proceed to the ["Restore the Cisco DMM Settings" procedure on page 1-11](#).



## Restore the Cisco DMM Settings

You can use the DMS-Admin or the AAI interface to restore your server. However, AAI backup files and DMS-Admin backup files are not compatible because the files can contain different information. DMS-Admin backup files contain Cisco Show and Share information if you have deployed a Cisco Show and Share appliance.

Therefore, you must use the same method to restore your data that you used to back up the appliance. Refer to the following resources for information about the type of restore you must perform:

- DMS-Admin restore—[User Guide for Cisco Digital Media Manager 5.2.x](#)
- AAI restore—[Administration Guide for Cisco Digital Media System 5.2.x Appliances](#)

If you are using the Cisco DMM with Cisco Show and Shares, go to [Chapter 3, “Pairing the Cisco Digital Media Suite Appliances”](#) after restoring your settings.





## CHAPTER 2

# Recovery Procedure for Cisco Show and Share

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This chapter provides the procedure for recovering from a software failure of the Cisco Show and Share 5.2 in the following sections:

- [Prerequisites, page 2-1](#)
- [Recovery Process, 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 Show and Share 5.2.
- Write down the network configuration information for your site (DHCP or Static network settings).
- Obtain physical access to the Cisco Show and Share appliance.

## Recovery Process

The following table show the major steps you must take to perform a software recovery on your Cisco Show and Share appliance.

—	Task	Reference
<b>Step 1</b>	If possible, back up your Cisco Show and Share appliance. If you cannot create a new backup, be sure you have access to a previous backup.	<a href="#">Back Up the Cisco Show and Share Appliance, page 2-2</a>
<b>Step 2</b>	Perform the software recovery procedure.	<a href="#">Recover the Cisco Show and Share Software, page 2-2</a>
<b>Step 3</b>	Restore your Cisco Show and Share configuration and content.	<a href="#">Restore Your Cisco Show and Share Settings and Content, page 2-10</a>
<b>Step 4</b>	Pair the Cisco Show and Share and Cisco DMM appliances.	<a href="#">Chapter 3, “Pairing the Cisco Digital Media Suite Appliances”</a>

## Back Up the Cisco Show and Share Appliance

If you can access the Cisco Show and Share AAI interface, create a new backup of your Cisco Show and Share configuration. Make sure you choose **CONTENT+CONFIG** as your backup option to ensure that you can restore media that is stored on the appliance.



### Caution

If you choose only **CONFIGURATION** as your backup option, only configuration information will be saved. All local media will be erased by the recovery process.

If you cannot access the Cisco Show and Share AAI interface, you will need to use a previous backup. Any configuration changes made and local media uploaded since the previous backup will be lost.

See the [Administration Guide for Cisco Digital Media System 5.2.x Appliances](#) for information about performing the backup.

## Recover the Cisco Show and Share Software



### Caution

All media stored on the Cisco Show and Share appliance is erased during the recovery process.

To recover the Cisco Show and Share, complete the following steps:

### Step 1

Insert the recovery CD in the CD/DVD-ROM drive and restart the appliance.

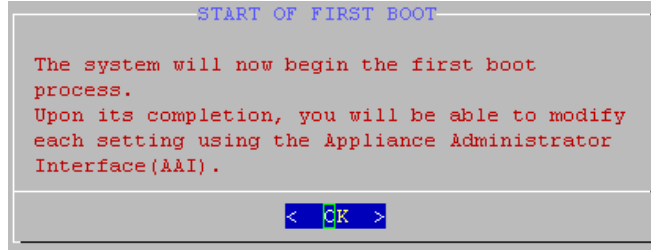
If you see the following screen briefly, the server appliance is booting from the recovery CD.



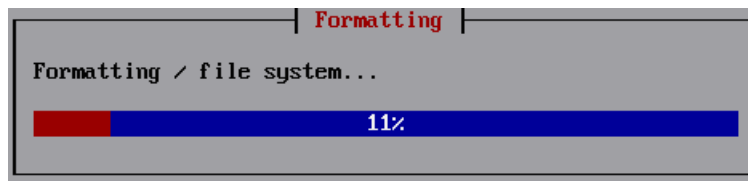
167719

The driver loads. After approximately two minutes, you are asked for confirmation to overwrite the existing system. This erases all existing data on the Cisco Show and Share appliance. By default **No** is selected.

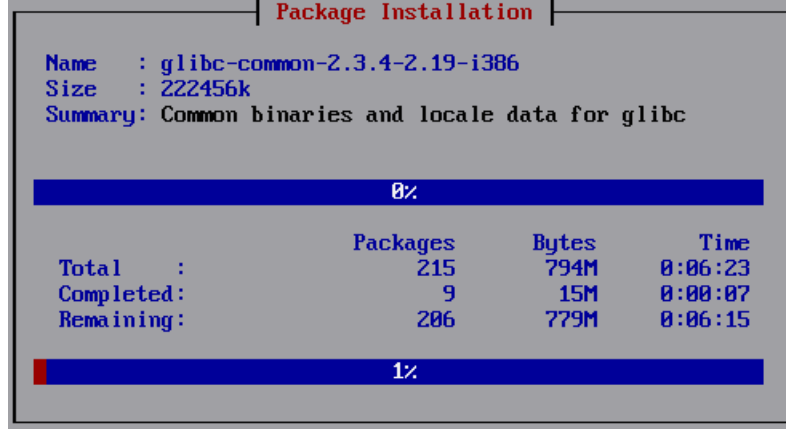
**Step 2** Use the **Tab** key to navigate to Yes and press **Enter** to proceed.



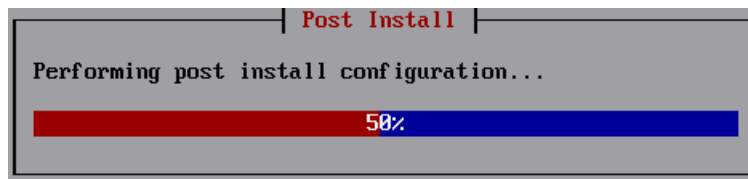
The Formatting screen displays.



The package installation screen displays.



The Post Install screen displays.



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

```

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
rebooting system
md: stopping all md devices.
md: md0 switched to read-only mode.

```

157724

- Step 3** The boot config tool starts automatically the first time you boot the Cisco Show and Share appliance, taking you into the appliance administration interface (AAI). When you see the Start of First Boot screen, press **Enter**.
- Step 4** In the HOSTNAME Configuration screen, enter the fully qualified domain name of the appliance (hostname plus the domain name).



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

```

HOSTNAME Configuration

Enter the FULLY QUALIFIED DOMAIN NAME
(FQDN) for this server.
Example: server.example.com

vpserver.example.com

< OK >

```

- Step 5** 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 Cisco Show and Share server appliance expires, you must reconfigure the DMM application for successful deployments.

```

DHCP Configuration

Enable DHCP?

< Yes > < No >

```

- Step 6** If DHCP is enabled, go to [Step 12](#), 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.

```

CONFIGURE TCP/IP

Please enter the Network Information below:

IP ADDRESS: 192.0.2.110
SUBNET MASK: 255.255.255.0
DEFAULT GATEWAY: 192.0.2.1
PRIMARY DNS: ns1.example.com
SECONDARY DNS: ns2.example.com

< OK >

```

- Step 7** 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 6](#).

```

Network Configuration CONFIRMATION
Confirm the Network Settings:

Hostname: vpserver.example.com
IP Address: 192.0.2.110
Subnet Mask: 255.255.255.0
Default Gateway: 192.0.2.1
Primary DNS: ns1.example.com
Secondary DNS: ns2.example.com

< Yes >      < No >

```

- Step 8** If your network infrastructure requires you to manually specify network negotiation settings, select **No** to disable auto-negotiation.

```

Auto Negotiation Configuration

Enable Auto Negotiation?

< Yes >      < No >

```

- Step 9** If you enabled auto-negotiation, go to [Step 12](#), time zone configuration. If auto-negotiation is disabled, set the NIC speed to 10, 100, or 1000 Megabits.

```

SELECT NIC SPEED
Enter the NIC Speed below:

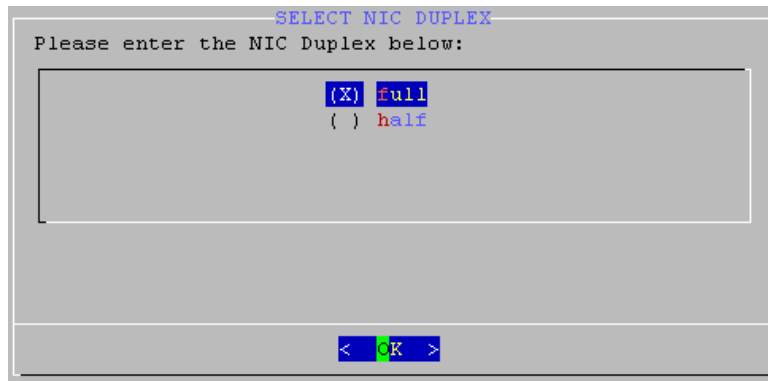
( ) 10 Megabits
(X) 100 Megabits
( ) 1000 Megabits

< OK >

```

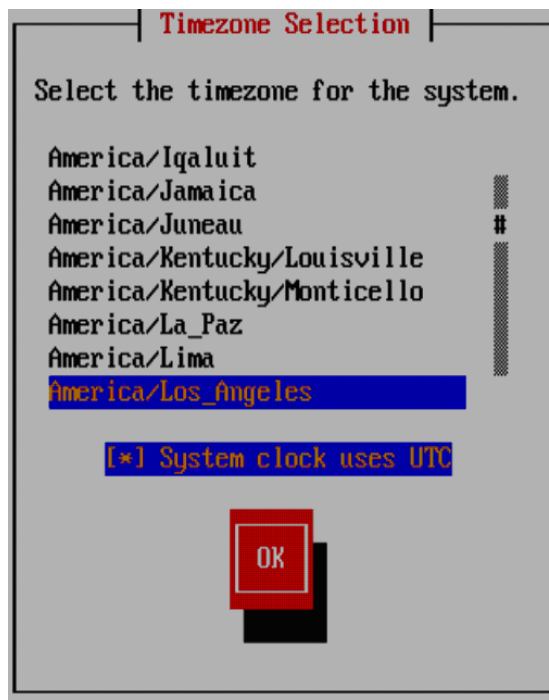


**Step 10** Set your NIC to either full or half duplex.

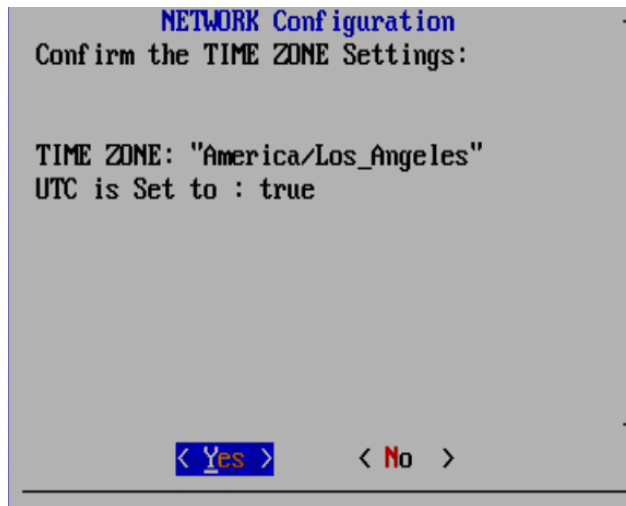


**Step 11** Confirm the NIC speed and duplex.

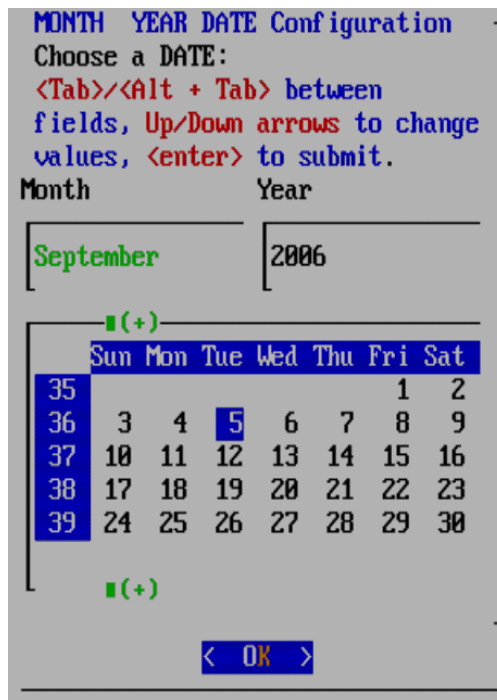
**Step 12** Configure the time zone. Select the timezone by using the up and down arrow. Press **Tab**, and then press **Space** to select or deselect **System clock uses UTC**. Press **Tab** again to navigate to the **OK** button, and press **Enter**.



- Step 13** 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.

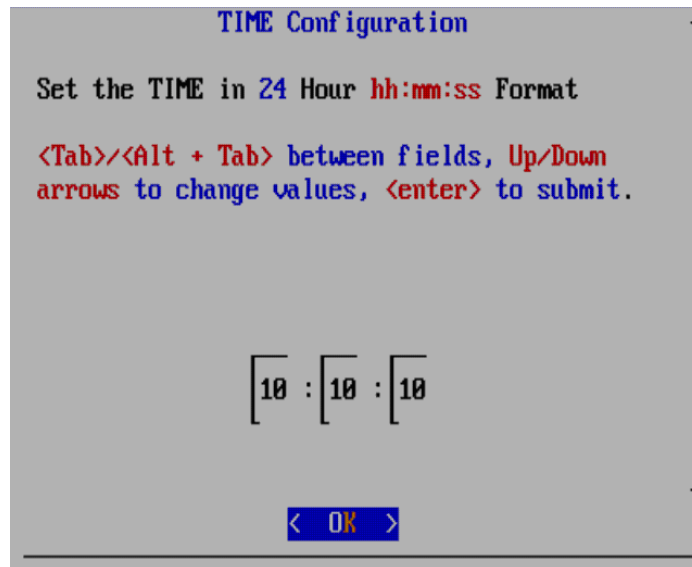


- Step 14** Select the date. Press **Tab**, and use the up and down arrows to change the month. Press **Tab**, and use the up and down arrows to change the year. Press **Tab**, and use the up and down arrows and left and right arrows to select day. Press **Tab**, and select the **OK** button. Press **Enter** to submit the information.

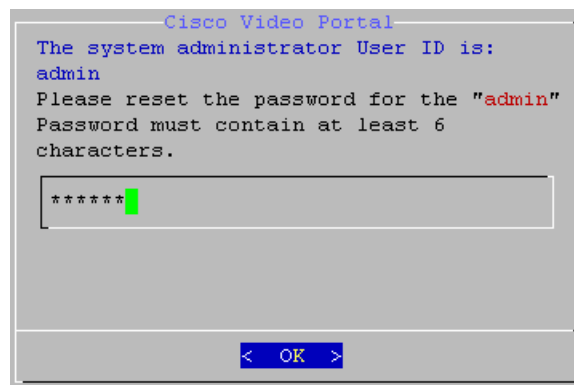


- Step 15** Confirm the date. Press **Enter** if the information is correct. If you need to change the information, use the arrow keys to navigate to **No**, and press **Enter** to reconfigure your settings.

- Step 16** 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.

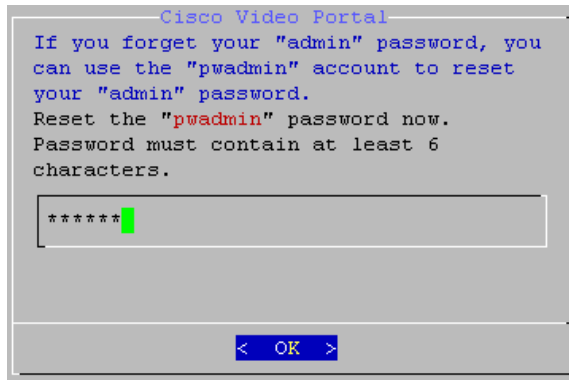


- Step 17** Confirm the time. Press **Enter** if all the information is correct. If the information is incorrect, use the arrows to navigate to **No** and press **Enter** to reconfigure your settings.
- Step 18** Set the password for **admin**, the default administrator account for this appliance. Your password cannot be null. The password should be at least six (6) characters long.



- Step 19** Confirm the password for **admin** user.
- Step 20** A confirmation screen displays for your **admin** password change. Press **Enter** to continue.

- Step 21** 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 22** Confirm the password for **pwadmin** user.
- Step 23** 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 24** Go to the [“Restore Your Cisco Show and Share Settings and Content”](#) section on page 2-10.
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## Restore Your Cisco Show and Share Settings and Content

Use the Cisco Show and Share appliance AAI interface to restore your configuration and content backup. Refer to the [Administration Guide for Cisco Digital Media System 5.2.x Appliances](#) for information about performing the restore.

After restoring your data, go to [Chapter 3, “Pairing the Cisco Digital Media Suite Appliances.”](#)



## CHAPTER 3

# Pairing the Cisco Digital Media Suite Appliances

Revised: May 3, 2010, OL-22620-01

This chapter describes how to pair your Cisco Show and Share and Cisco Digital Media Manager (DMM) appliances after performing a software recovery on one or both appliances.

## Pairing Procedure

You must pair your Cisco DMM appliance and your Cisco Show and Share appliances after performing a software upgrade or a software recovery.



### Caution

Pairing fails when you complete these steps in the wrong order. To succeed, you must use AAI on your Cisco Show and Share appliance **before** you use AAI on your DMM appliance. **You must not reverse this order or try to use AAI simultaneously on both appliances.**

### Procedure

#### Step 1

From the appliance that runs Cisco Show and Share 5.2:

- a. Log in as **admin** to the Appliance Administration Interface (AAI).
- b. Choose **APPLIANCE\_CONTROL > PAIR APPLIANCE**.
- c. Choose **DMM**.



### Warning

**Do not choose any other option than DMM.**

- d. Enter the fully-qualified domain name (FQDN) for your DMM appliance.  
This is the DNS name. **Do not enter an IP address.**

- e. Press **Enter**.

Your Cisco Show and Share appliance imports a digital certificate from your DMM appliance.

#### Step 2

From the appliance that runs Digital Media Manager 5.2:

- a. Log in as **admin** to the Appliance Administration Interface (AAI).
- b. Choose **APPLIANCE\_CONTROL > PAIR APPLIANCE**.
- c. Choose **SHOW\_AND\_SHARE**.

**Warning**

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**Do not choose any other option than SHOW\_AND\_SHARE.**

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- d. Enter the fully-qualified domain name (FQDN) for your Cisco Show and Share appliance.  
This is the DNS name. **Do not enter an IP address.**
- e. Press **Enter**.  
Your upgraded DMM appliance imports a digital certificate from your Cisco Show and Share appliance.

**Step 3** Stop. You have completed this procedure.

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