

Cisco Digital Media Suite Release 5.2.2.1

Release Notes and Upgrade Guide

Revised: July 24, 2014
OL-25692-02

This guide explains how to upgrade your Cisco Digital Media Suite from Cisco DMS 5.2.2 to 5.2.2.1. If you are running a release earlier than DMS 5.2.2, see [Upgrade Guide for Cisco Digital Media Suite Release 5.2.2](#) for information about upgrading it to 5.2.2.



Note

Release 5.2.0, 5.2.1, 5.2.2, 5.2.2.1, and 5.2.3 all follow the End-of-Sale and End-of-Life schedule of Release 5.2.3. For details, see the End-of-Sale and End-of-Life Bulletin for Cisco DMS 5.2.3 at http://www.cisco.com/c/en/us/products/collateral/conferencing/show-share/eol_c51-698224.html.

The DMS 5.2.2.1 release fixes many of the same issues that were fixed in the Cisco DMS 5.2.3. However it is targeted towards those DMS hardware platforms that are not compatible with the DMS 5.2.3 and later releases. It does not contain any new or changed features from the Cisco DMS 5.2.3 release.

See [Platforms Supporting the DMS 5.2.2.1 Release, page 3](#), for information about the hardware platforms that support this release. See [Caveats Resolved by Cisco DMS 5.2.2.1, page 4](#), for a list of the issues resolved in this release.

You do not need to install this release if you do not experience any of the issues listed in this section. However, it is recommended that you do so to obtain the latest fixes and performance enhancements.

You must have a valid Cisco DMS 5.2 license to use this upgrade.

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Platforms Supporting the DMS 5.2.2.1 Release

The Cisco DMS 5.2.2.1 release is supported on the following hardware platforms:

- MCS-7825-H2
- MCS-7825-H3
- MCS-7835-H1
- MCS-7835-H2

The Cisco DMS 5.2.2.1 release is not supported on the following hardware platforms. DO NOT attempt to install the Cisco DMS 5.2.2.1 release on them.

- MCS-7835-H3
- WAVE-574-DMS
- SNS-SVR-C210EN-K9
- SNS-SVR-C200WG-K9
- DMM-SVR-C210-K9

Caveats Resolved by Cisco DMS 5.2.2.1

Table 1 lists the issues resolved in the Cisco DMS 5.2.2.1 release. For information about issues that were resolved in previous 5.2.x releases, see the [Release Notes for Cisco Digital Media Suite 5.2.x](#).

Table 1 Resolved Caveats for Cisco DMS 5.2.2.1

Identifier	Description
Digital Media Suite (Cisco DMS)	
CSCta03413	Default SNMP community string enabled on DMM
CSCtd01692	IMPORTANT TLS/SSL SECURITY UPDATE
CSCth10371	medium and high security issues in apache
CSCth48820	Modifying a Video Gets Deleted as Related Video on Other Videos
CSCth53389	Certificate Import Fails If There is Extra Carriage Return in Cert
CSCti11768	Certificate files with multiple certificates do not import correctly
CSCti13027	Certificate Import: Cannot import CA cert if subject does not have CN
CSCti15713	Upgrade JVM to leverage performance and security improvements
CSCtj06670	Create a workaround in DMS-CD to stop recurring deployments on time.
CSCtk05591	LDAP user belonging to multiple DMM groups causes "Overwrite" failure.
CSCtk31735	SNMP stops to work if "&" is used in the community string
CSCtn52806	SnS: Internal Error if Root CA Cert is Missing from CAchain
CSCtn97614	Error when validating LDAP Filter
CSCtn97632	Provide capability to ignore userAccountControl attribute
CSCtr27859	DMS Appliance fails to upgrade ERROR: could not mount CDROM drive
Cisco Digital Signs (formerly DMM-DSM) and Cisco Cast (formerly DMM-ETV)	
CSCti89592	DMD/Picassa : Preview does not work if WAAS is configured
CSCtj93328	DMS-CD deployment fails if edit a media asset through the media library
CSCtk66192	user defined system task with get_info should allow pop up.
CSCtl00483	DMP Manager run task pop up doesn't release Playlist selection
CSCtl86763	Cannot edit ALL DMP group name in 5.2.2
Digital Media Player	
CSCth69175	DMP wireless should support open wireless networks for testing
CSCti98801	Unable to assign STATIC IP address if "Domain name" is not populated
CSCtj16537	DMP 4400 becomes unreachable and needs power cycle to recover
CSCtn65786	CIFS mount won't accept password with special characters
Cisco Show and Share	
CSCtn20336	SNS "Share Video By "-> "Send Email" fails if Video Title has "comma"

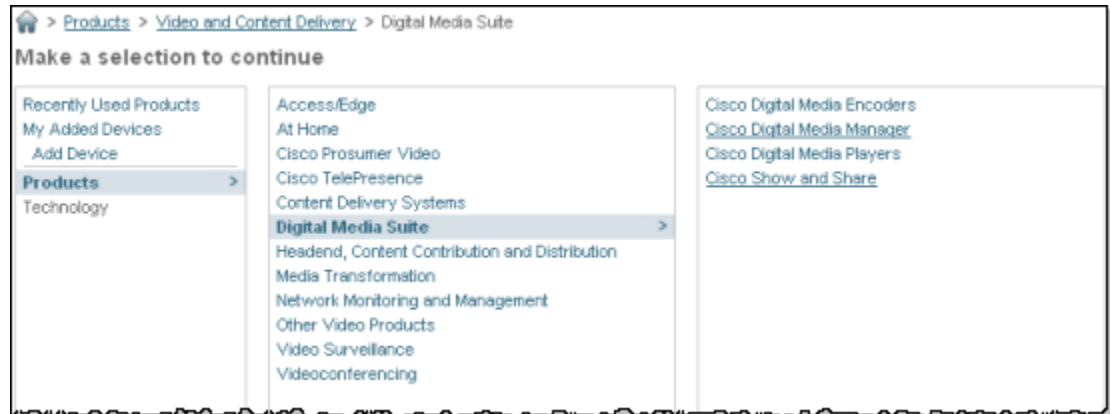
Obtaining the Cisco DMS 5.2.2.1 Software

Download the update from Cisco.com.

Step 1 Point your browser to the Cisco software center:

<http://www.cisco.com/cisco/software/navigator.html>

Step 2 Choose Products > Video and Content Delivery > Digital Media Suite.



Step 3 Download the following files:

- Cisco Show and Share: *sns522to5221.iso*
- Cisco Digital Media Manager: *dmm522to5221.iso*
- Digital Media Players:
 - Cisco DMP 4310G: *5.2.2.1_FCS_4310.fwimg*
 - Cisco DMP 4400: *5.2.2.1_FCS_4400.fwimg*

Step 4 Create DVDs from the Cisco Digital Media Manager and Cisco Show and Share .iso files. Refer to your DVD burning software for information about how to create a DVD from an .iso file. We recommend burning the DVD at 1x speed.



Note You can burn the Cisco Show and Share .iso file to a CD-ROM instead of a DVD. You cannot burn the Cisco Digital Media Manager .iso file to a CD-ROM because the image will not fit.

Installing Cisco DMS 5.2.2.1

This section contains the following topics:

- [Important Notes, page 6](#)
- [Before You Begin, page 6](#)
- [Upgrade Your Cisco DMS Appliances, page 7](#)

Important Notes

There is no 5.2.2.1 upgrade for the Cisco DMP 4305G. Cisco DMP 4305G appliances running 5.2.1 software are compatible with Cisco DMM 5.2.2.1.

Before You Begin

Before you upgrade your Cisco DMS appliances, do the following:

1. [Back Up Your Appliances, page 6](#)
2. [Connect a Terminal to Your Appliances, page 6](#)

Back Up Your Appliances

We recommend backing up your appliances before performing the upgrade. To back up your appliances, refer to the *Administration Guide for Cisco Digital Media Suite 5.2.x Appliances* on Cisco.com:

http://www.cisco.com/en/US/partner/docs/video/digital_media_systems/5_x/5_2/dms/aai/administration/guide/dms_appliance_admin.html

The backup for Cisco DMM contains only configuration and database information for the Cisco DMM; any media files stored on the Cisco DMM appliance, such as digital signage assets, are not included in the backup.

Connect a Terminal to Your Appliances

You must attach a monitor and keyboard to the Cisco DMM and Cisco Show and Share appliances that you will upgrade.

Do not attempt to upgrade using a remote SSH session—your upgrade will fail. The upgrade process reboots the appliance several times, causing remote sessions to be dropped. Your input is required after the reboot, but you cannot reestablish a remote session until the entire upgrade process has been completed.

Upgrade Your Cisco DMS Appliances

Perform the following tasks to upgrade your Cisco DMS 5.2.2 installation to Cisco DMS 5.2.2.1. If you are using Cisco DMPs, upgrade your Cisco DMP software before upgrading your Cisco DMM software.



Note

All components of your Cisco DMS installation need to be upgraded to the same version for proper operation except for the Cisco DMP 4305G. There is no 5.2.2.1 upgrade for the Cisco DMP 4305G. Cisco DMP 4305G appliances running 5.2.1 software are compatible with Cisco DMM 5.2.2.1.

—	Task	Reference
Step 1	Upgrade your Cisco Digital Media Players, if any.	Upgrade Your DMPs, page 7
Step 2	Upgrade your Cisco DMM appliance software.	Upgrade Cisco Digital Media Manager, page 16
Step 3	Upgrade your Cisco Show and Share appliance software.	Upgrade Cisco Show and Share, page 17

Upgrade Your DMPs

To upgrade your DMPs, complete the following steps in the order shown:

1. [Force DMPs From Their 'Initial' State, As Needed, page 7](#)
2. [Stop All Applications on DMPs, page 11.](#)
3. [Upgrade the Firmware and Root File System on DMP Endpoints, page 13.](#)

Force DMPs From Their 'Initial' State, As Needed



Timesaver

Complete this procedure if you have reapplied our factory-default settings to one or more of your DMPs. Otherwise, if you **have not** restored DMP factory defaults, you can skip this procedure.



Caution

If this procedure applies to you and you do not complete it now, you will have to complete a more difficult and time-consuming procedure instead, after you finish all other tasks to upgrade Cisco DMS.

Before the *Cisco Digital Signs* software on your DMM appliance can manage these DMPs centrally, you must complete either this simple procedure now or the more complex procedure later.

A DMP returns to its “initial” state when you reset it to use factory-default settings. In its initial state, a DMP lacks an internal database file that supports centralized management. This procedure shows you how to force it from this initial state.

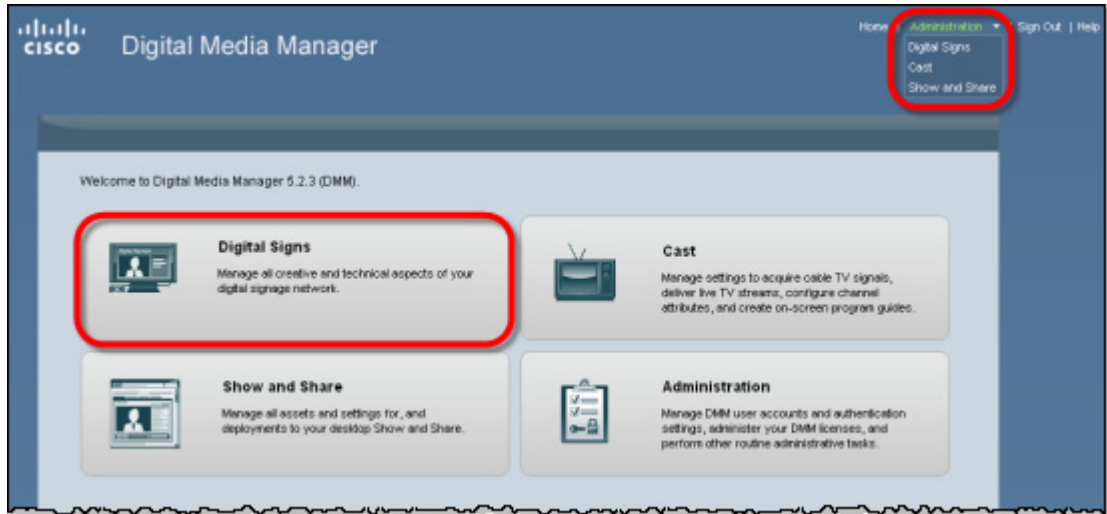


Tip

If you collect these DMPs together in a DMP group, you can target them all simultaneously.

Procedure

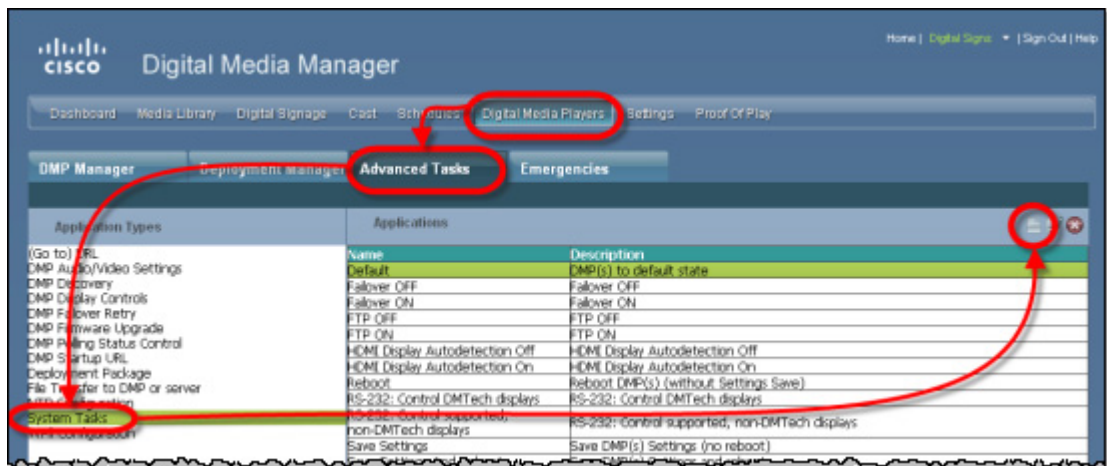
Step 1 Choose **Digital Signs** from the global navigation or click **Digital Signs** on the dashboard.



Step 2 Choose **Digital Media Players > Advanced Tasks**.

Step 3 Create the advanced task.

- a. Click **System Tasks**.
- b. Click **Add New Application**.



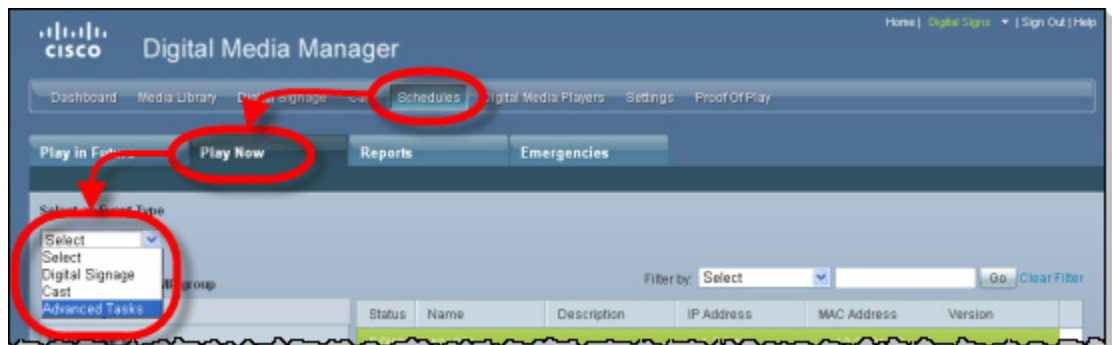
Step 4 Define and save the new system task.

Name	Clear DMP Initial State
Description	Generate file to support centralized management.
Request Type	Set
Request	mib.save=1
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

- Enter a unique name in the Name field. For example, *Clear DMP Initial State*.
- Enter a short description in the Description field. For example, *Generate file to support centralized management*.
- Choose **Set** from the Request Type list.
- Enter **mib.save=1** in the Request field.
- Click **Submit**.

Step 5 Schedule an event to send the task to DMPs that are in the initial state.

- Choose **Schedules > Play Now**.
- Choose **Advanced Tasks** from the Select an Event Type list, and then click **Select Advanced Task**.



Stop All Applications on DMPs

Before you upgrade DMPs, you must stop all applications by using the DMP Startup URL advanced task.

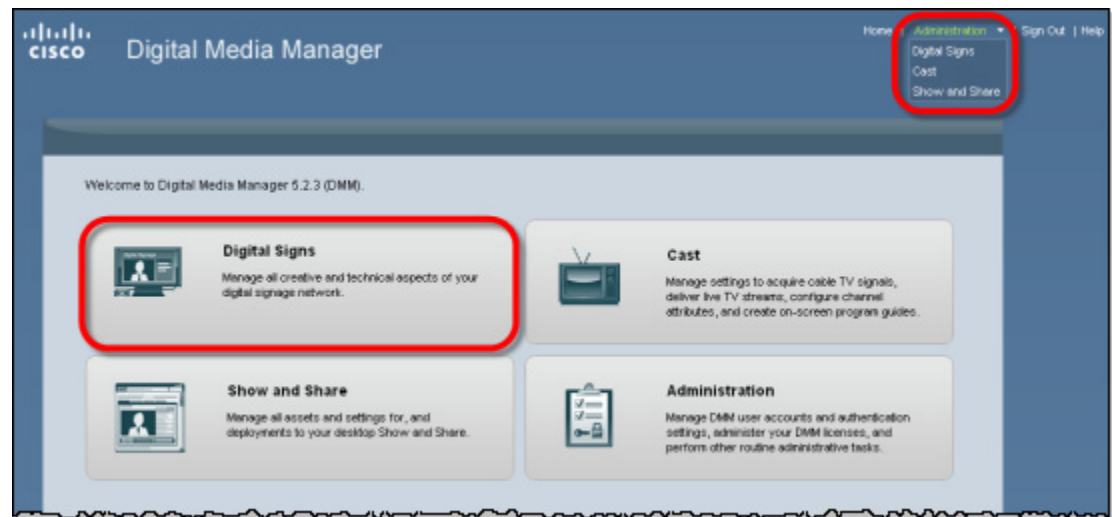


Note

Use the DMP Startup URL advanced task to clear the DMP startup URL and restart the DMP. **Do not use** the Stop All Applications system task.

Procedure

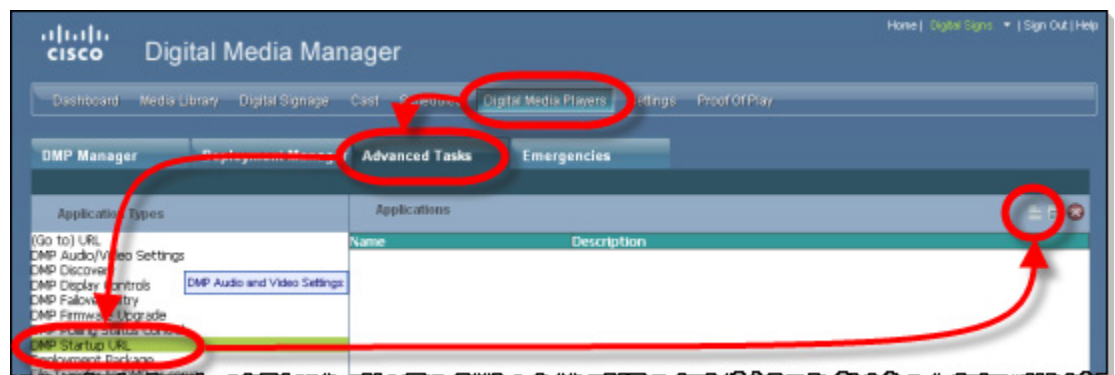
- Step 1** Choose **Digital Signs** from the global navigation or click **Digital Signs** on the dashboard.



- Step 2** Choose **Digital Media Players > Advanced Tasks**.

- Step 3** Create the advanced task.

- a. Click **DMP Startup URL**.
- b. Click **Add New Application**.

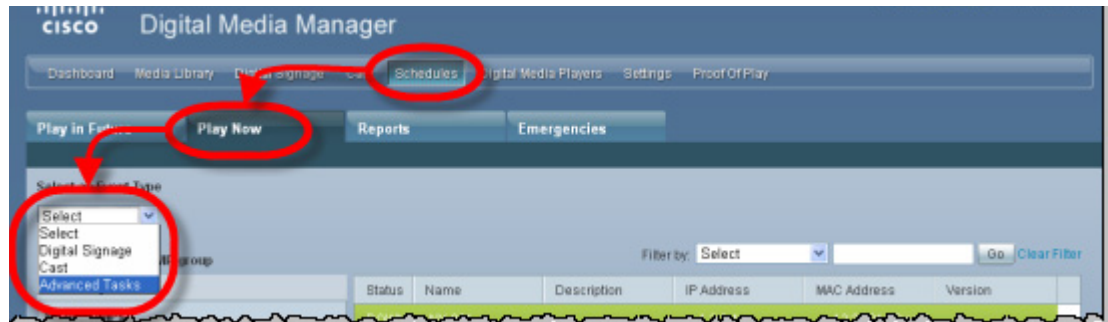


- c. Enter **Startup URL Empty & Reboot** in the Name and Description fields.
- d. Leave empty the Video URL and Browser URL fields.

- e. Check the **Reboot Necessary** check box.
- f. Click **Submit**.

Step 4 Schedule an event to send the task to the DMP.

- a. Choose **Schedules > Play Now**.
- b. Choose **Advanced Tasks** from the Select an Event Type list, and then click **Select Advanced Task**.



- c. Choose **DMP Startup URL > Startup URL Empty & Reboot** in the Select Event window, and then click **OK**.
- d. Click the name of a group in the DMP Groups area to see a list of its member DMPs.
- e. Click the name of each DMP in the list that should receive the deployment.
- f. Click **Submit**, and then click **OK** when the Success message displays.




Step 5 Stop. You have completed this procedure.

Upgrade the Firmware and Root File System on DMP Endpoints



Note

It takes approximately 30 minutes to upgrade the firmware and root file system on a DMP. However, while the upgrade is in progress on a DMP 4400G, its behavior might be confusing. It:

1. Shows these three messages in this order:
 -  Burn: *NN%*
 -  Verify: *NN%*
 -  Internal Upgrade Completed.

(Where *NN* is a percentage value that climbs from 1 to 99.)
2. Restarts after approximately 1 minute.
3. Shows the same three messages as before, in exactly the same sequence.
4. Restarts a second time after approximately 29 minutes.

This occurs because the 4400G must install a small amount of data and restart before it can accept its new firmware and file system.

Before You Begin

- If you use ACNS, we recommend that you send DMP firmware files to your ACNS servers and deploy the upgrades as a future event—not an immediate event.
- If you deploy the upgrade directly to your DMPs, we recommend that you upgrade just one DMP initially or upgrade just a small group of DMPs and test the result before you send the firmware to multiple DMPs.
- We recommend that you do not upgrade any more than 5 DMPs at a time and that all upgrades occur outside normal business hours for your organization.



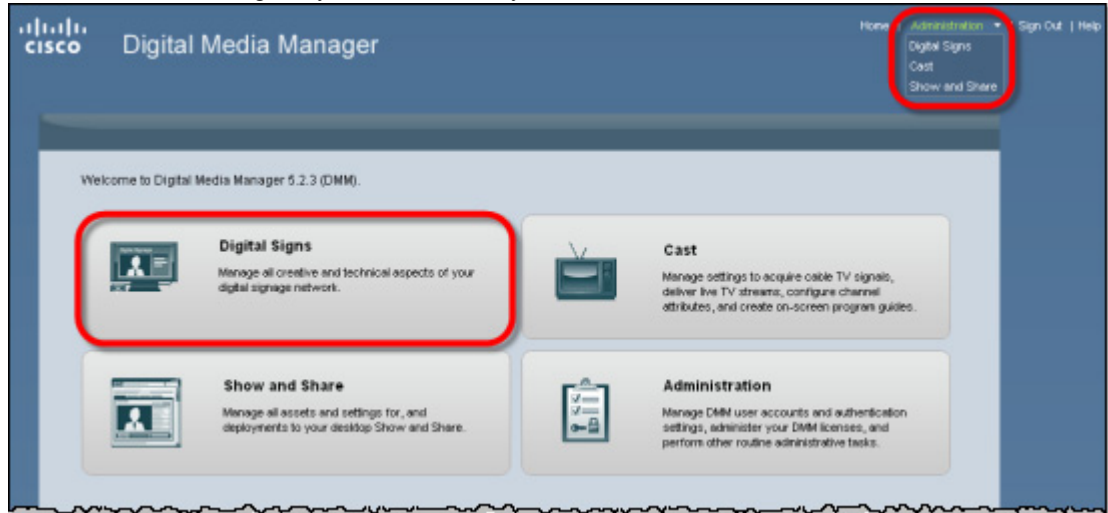
Warning

Make sure that the DMPs do not lose power while they are burning their firmware during an upgrade. If they lose power during this critical period, they will be severely damaged.

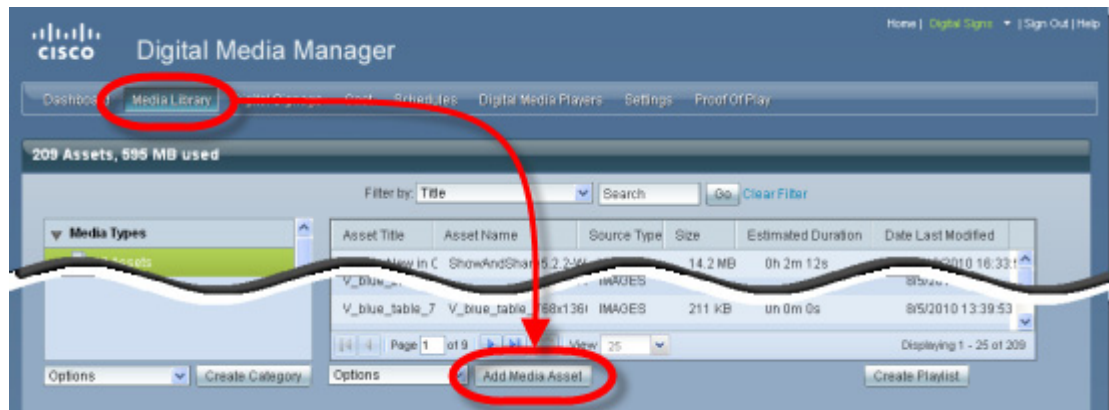
Procedure

Step 1 Choose **Digital Signs** from the global navigation or click **Digital Signs** on the dashboard.

Step 2 Add the firmware image to your media library as an asset.



a. Choose **Media Library**, and then click **Add Media Asset**.

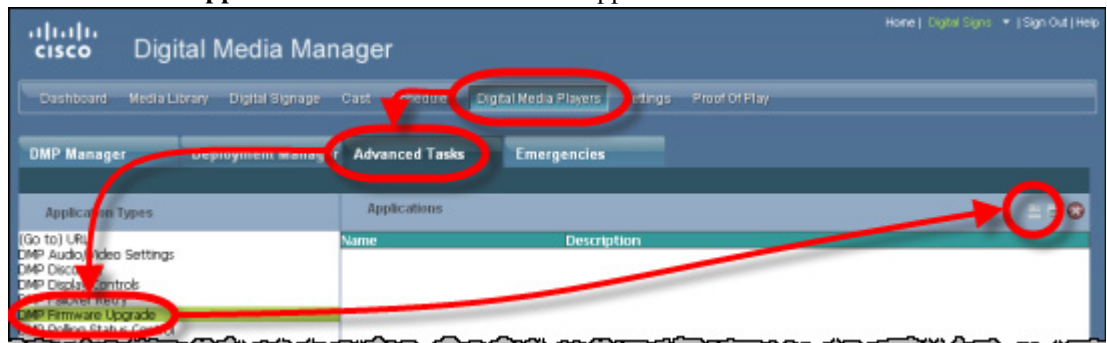


- b. For the source, click **Local File**.
- c. Click **Browse**, choose the firmware image from the software upgrade CD or your local file system, and then click **Open**.
- d. Enter a meaningful description in the Title field.
- e. Uncheck the **Is Kernel Upgrade?** check box.
- f. Verify that the file type is **Firmware**, and then click **Save**.

Do not click any button or move away from this page in your browser until the upload is finished. After it is finished, the page refreshes automatically. You should see that a description of the firmware file has been added in the table that the page shows.

Step 3 (Optional) To verify that the upload succeeded, compare its file size in the Size column to the size of the source file.

- Step 4** Create an advanced task for the upgrade.
- Choose **Digital Media Players > Advanced Tasks**, and then click **DMP Firmware Upgrade**.
 - Click **Add New Application** in the title bar for the Applications area.



- Enter **DMP_Firmware_Upgrade** in the Name field.
- Choose from the Media Categories tree the category that contains the firmware.
- Click the firmware file to highlight it in the Available Content table, and then click **Submit**.
- Click **Go**.

- Step 5** Schedule an event to upgrade the DMPs.

	To schedule an immediate event ...	To schedule a future event...
a.	Choose Schedules > Play Now	Choose Schedules > Play in Future .
b.	Choose Advanced Tasks from the Select an Event Type list, and then click Select Advanced Tasks .	Click Add an Event .
c.	Choose System Tasks > DMP_Firmware_Upgrade from the Select an Event Type list, and then, click OK .	Click DMP Groups , and then choose the groups.
d.	Click the name of a DMP group in the DMP Groups object selector to see its member DMPs in the DMP List table.	Click Digital Signage , and then choose the presentation or playlist.
e.	Click the name of each DMP in the DMP List table that should receive the deployment.	Specify the date, time, and frequency.
f.	Click Submit .	Click Save .
g.	Click OK when the Success message displays.	Click Save All to save the schedule.
h.	—	Click Publish All to publish the schedule.



Tip To check the status of an upgrade, deploy to the relevant DMP groups the system task called Upgrade Status.

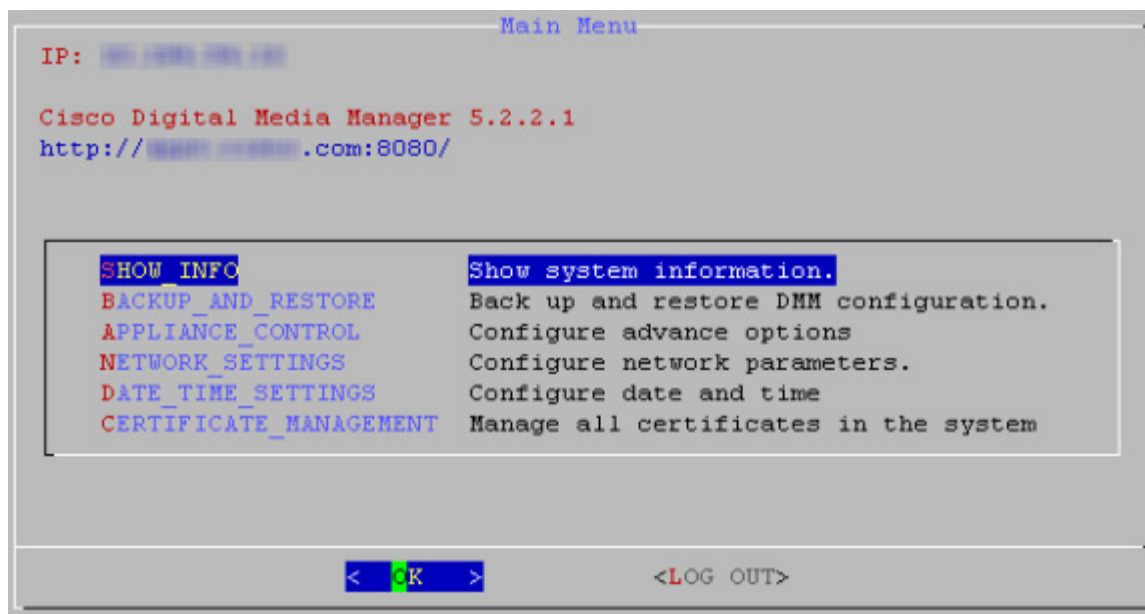
What to Do Next

After updating your Cisco DMPs, proceed to [Upgrade Cisco Digital Media Manager, page 16](#).

Upgrade Cisco Digital Media Manager

Procedure

-
- Step 1** Insert the CD into the Cisco DMM appliance CD-ROM drive.
- Step 2** Log in as **admin** to the Appliance Administration Interface (AAI).
- Step 3** In AAI, choose **APPLIANCE_CONTROL > SOFTWARE_UPDATE**.
The system prompts you to insert the update CD.
- Step 4** Verify that you have inserted the upgrade CD and press **Enter**.
- Step 5** Choose **Yes** to confirm that you want to upgrade the system.
The upgrade process begins. The appliance reboots and again asks you if you want to upgrade the system.
- Step 6** Choose **Yes**.
The system installs the 5.2.2.1 update. You can ignore any prompts to type “yes” to bypass a pause; the upgrade will continue automatically after the designated time. After the update is complete, the system reboots and displays the AAI login prompt.
- Step 7** To verify the update, log back into the AAI interface as **admin**. The Main Menu shows the installed software version.



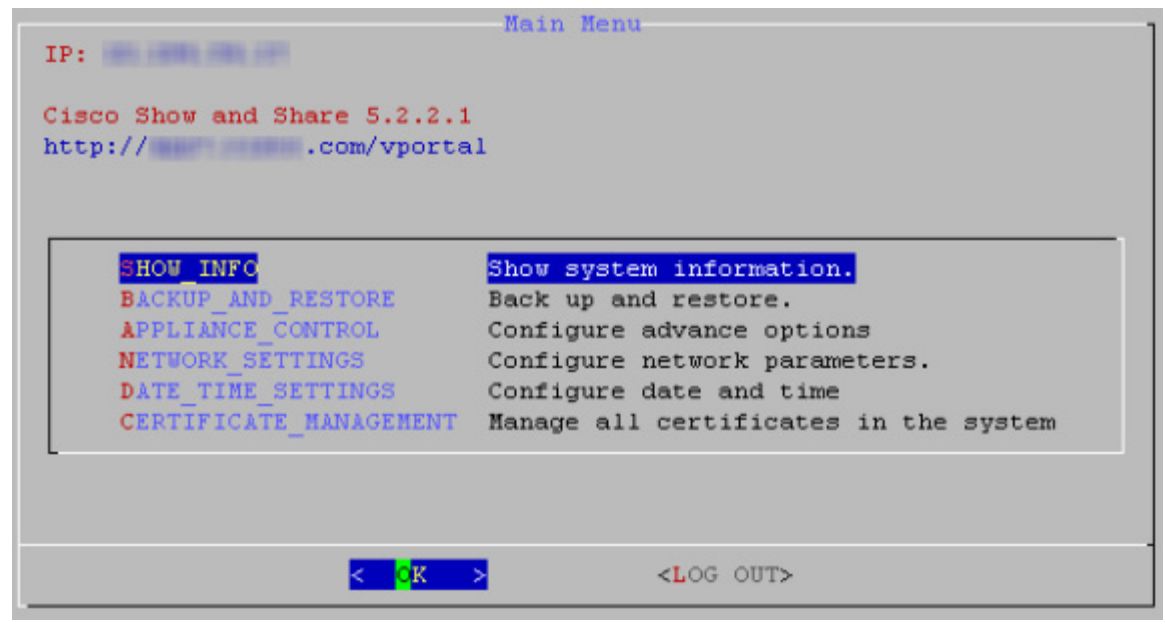
What to Do Next

If you are using Cisco Show and Share, proceed to [Upgrade Cisco Show and Share, page 17](#).

Upgrade Cisco Show and Share

Procedure

- Step 1** Insert the Upgrade CD into the Cisco Show and Share appliance CD-ROM drive.
- Step 2** Log in as **admin** to the Appliance Administration Interface (AAI).
- Step 3** Choose **APPLIANCE_CONTROL > SOFTWARE_UPDATE**.
The system prompts you to insert the update CD.
- Step 4** Verify that you have inserted the upgrade CD and press **Enter**.
- Step 5** Choose **Yes** to confirm that you want to upgrade the system.
The upgrade process begins. The appliance reboots and again asks you if you want to upgrade the system.
- Step 6** Choose **Yes**.
The system installs the 5.2.2.1 update. You can ignore any prompts to type “yes” to bypass a pause; the upgrade will continue automatically after the designated time. After the update is complete, the system reboots and displays the AAI login prompt.
- Step 7** To verify the update, log back into the AAI interface as **admin**. The Main Menu shows the installed software version.



Related Cisco DMS Documentation

See all related documentation for the Cisco Digital Media Suite in the [Guide to Documentation for Cisco Digital Media Suite](#).

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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