



Plan for and Manage Emergencies

Revised: May 4, 2015
OL-15762-05



Warning

Severe conditions that disrupt equipment during and after an emergency might prevent messages from playing on your digital signs.

- [Concepts, page 22-1](#)
- [Procedures, page 22-2](#)



Audience

We prepared this material with specific expectations of you.

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

Concepts

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

Overview

When emergencies of any kind affect sites where you have digital signs, you can use them 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.



Note

Consider very carefully which DMM users should have permission to work with your Channels and manage your DMP groups. Although all of the future scheduling features are suspended (for affected DMPs only) while an emergency is in progress, none of the Run Task features or other 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.

**Tip**

Does your organization prefer that one or more screen zones show assets that are centrally editable in real time?

If so, 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 do so in real time.

However, our factory-default security policy on DMPs will prevent this unless you explicitly allow it in DMPDM. To allow it, you must log in to DMPDM 5.4 and disable its Web Security option.

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 to DMP Local Storage](#), page 22-4
- [Start Playback of an Emergency Message](#), page 22-5
- [Stop Playback of an Emergency Message](#), page 22-6

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 Click **Network and Endpoints** on the Home page.



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

Step 3 Click **File Transfer to DMP or Server** in the Application Types list.

File Transfer to DMP or server

Step 4 Click **Add New Application** above the Applications table.

+ Add New Application

Step 5 Define behaviors for, and save, the file transfer task.

- 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.

- b. Choose **FTP** or **HTTP** from the DMP Publishing Protocol list.
- c. Check the **Emergency/Alarm** check box.
- d. Do one of the following.
 - *Are the assets part of a saved presentation?* If so, click **Presentations** in the Applications list.

OR

- *Are the assets part of a saved playlist?* If so, click **Playlists**.

The page is refreshed.

Step 6 Click the presentation or playlist (in the Available Applications list) whose assets should be transferred.

Step 7 Click  **Select Applications**.

AND

(Optional) Repeat as needed to transfer the assets for multiple playlists and presentations.

Step 8 Click **Submit**.

The task is now saved and 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 9 Provision the emergency assets to your DMPs.

Step 10 Stop. You have completed this procedure.

Related Topics

- [Provision Emergency Assets to DMP Local Storage, page 22-4](#)

Provision Emergency Assets to DMP Local Storage

Before You Begin

- Create and save deployable messages for playback during emergencies.

Procedure

Step 1 Click **Network and Endpoints** on the Home page.



Step 2 Click **DMP Manager**.

Step 3 Click the group (in the DMP Groups list) that should receive these assets.

Step 4 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 Task 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 5 Click to highlight the best system tasks for the type of emergency.

Step 6 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 7 Stop. You have completed this procedure.

Related Topics

- [Start Playback of an Emergency Message, page 22-5](#)
- [Stop Playback of an Emergency Message, page 22-6](#)

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 Click **Network and Endpoints** on the Home page.



Step 2 Click **Emergencies**.

Step 3 Click **Start Emergency**.

Step 4 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.



Note 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 5 Click to select at least one group in the Select DMP Group tree.



Tip You can select more than one group at a time. Depending on which operating system you use, hold down either the Control key (sometimes labeled “Ctrl”) or the Command key (sometimes labeled “⌘”) while you click any subsequent groups after the first.

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

Step 6 Click **Start**.

Step 7 Do one of the following.

- Click **OK** to confirm your selections and start playback immediately.

OR

- Click **Cancel** to discard your selections without playing the assets for any emergency.

**Warning**

Severe conditions that disrupt equipment during and after an emergency might prevent messages from playing on your digital signs.

**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.

Step 8 Stop. You have completed this procedure.

Related Topics

- [Stop Playback of an Emergency Message, page 22-6](#)

Stop Playback of an Emergency Message

Before You Begin

- Start playback of an emergency message.

Procedure

Step 1 Click **Network and Endpoints** on the Home page.



Step 2 Click **Emergencies**.

Step 3 Click **Stop Emergency**.

Step 4 Expand the Select DMP Group tree. Then, click a DMP group that is colored red.

Step 5 Click **Stop**.

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

Step 6 Do one of the following.

- Click **OK** to stop playback of your emergency message. This action restores normal scheduling for the DMP group (and children) that you chose.

OR

- Click **Cancel** to discard your selections without stopping the emergency, click **Cancel**.

Step 7 Stop. You have completed this procedure.

Related Topics

- [Start Playback of an Emergency Message, page 22-5](#)

