StadiumVision

EVENT PREP: SETUP

Cisco StadiumVision Director
Release 3.0

Overview / Playbook Objectives

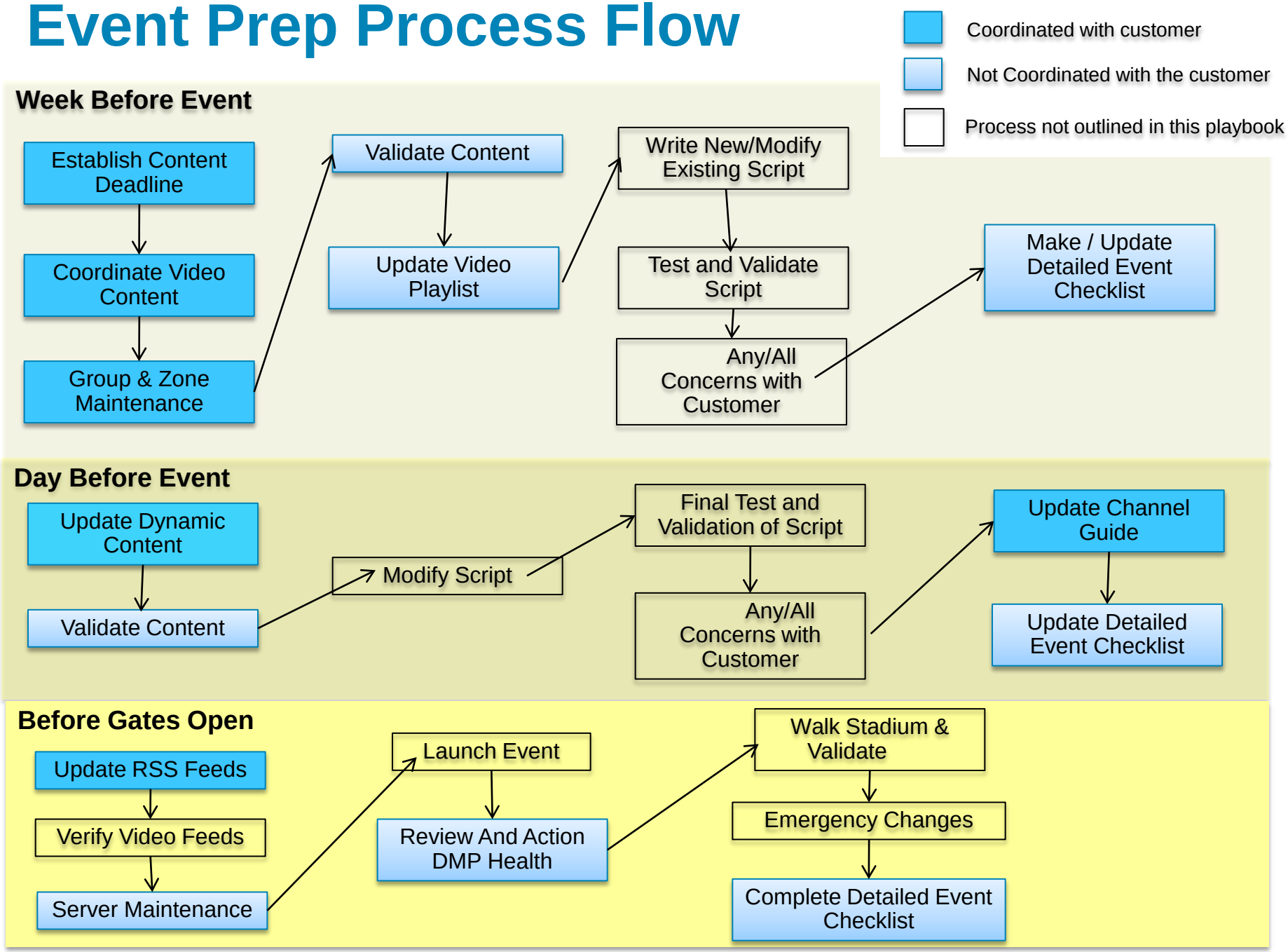
- The purpose of this playbook is to enable partners and customers with the ability to maintain the day-to-day operation of Cisco StadiumVision Director.
- The playbook differentiates tasks for Cisco Partners and Customers. For customer-driven events, customers should also perform the tasks identified for partners in this playbook.
- This playbook assumes that the Operator has been trained in the Cisco StadiumVision Director (Control Panel / Dashboard) and has the knowledge to build and alter event scripts.

Event Prep Responsibilities Checklist

- These are the high-level responsibilities to be completed in preparation for any Cisco StadiumVision event. These tasks can be coordinated to streamline them between the partner and customer.
- Before you build or update your event script you must work with the customer to determine how all of these items will shape the event.
- For a partner-driven event, be sure there is an understanding between the partner and customer about how each responsibility will be handled.

Responsibility	Understood
Cisco StadiumVision Director Content (Static Ads, L-Wraps, Video Playlist Files)	
Video Coordination (Truck Feeds, Video Loops)	
Group and Zone Verification	
Dynamic Content (Menu Boards, Suite Welcome Messages)	
Channel Guide	
RSS Feeds	

Event Prep Process Flow



Playbook Topics

- Establish Content Deadline
- Coordinate Video Content
- Group & Zone Maintenance
- Validate Content
- Update Video Playlist
- Make / Update Detailed Event Checklist
- Update Dynamic Content
- Update Channel Guide
- Update RSS Feeds
- Server Maintenance
- Review and Action DMP Health

Establish Content Deadline

Best Practices
Have one person from the venue in charge of delivering the content to you. If not possible, try to narrow it down to as few people as possible.
Set a deadline that gives you enough time to respond to bad content (i.e. 3 working days prior to event. If content arrives in the wrong size, respond to the advertiser in enough time to deliver content with the proper specifications.)
In the event of content arriving after the deadline, inform the venue of the risks of trying to insert that content. If necessary, reserve the right not to do it.

The Risks of Late Content
Stopping and restarting a script is hard on the server. This could cause the server to have memory problems leaving some displays sitting with blank screens. This could happen during event.
Hastily made script changes could have mistakes.
New content has not been tested.
Could impact proof of play accuracy.

Coordinate Video Content

Coordinate Video Content

Best Practices
Have one decision-maker from the customer. (i.e. Head of Game/Event Presentation at the stadium, Video Director of the Replay Room).
Discuss what truck feeds are to be played in what areas of the venue, and at what specific times. (Scoreboard-Feed-2 during inning breaks, Truck-Feed-1 during play).
Choose channels where you will be showing the feeds.
Know who is responsible for making sure the feed is delivered to Cisco StadiumVision Director.
Discuss what Video Loops are to be played, in which areas of the venue, and at what specific times. (Example: Highlight reel from a previous series being looped in a club).
Choose the channels where you will be showing the video loops.
Know who is responsible for making sure the loops are delivered to Cisco StadiumVision Director.
Discuss if there are any broadcasts to be played during the event, and at what specific times. (Example: Pregame show from off air channel 13, played in all of the clubs, starts half an hour before the event).
Know which channels will have these broadcasts.
Make all necessary adjustments to the script.
Build in back-up plan states when possible (i.e. a rain delay might affect a post-game broadcast, build in extra states that can show in-house content).

Coordinate Video Content

Best Practices
Establish a timeline spreadsheet for all of your different channel assignments.
Determine how each area of the stadium should be affected at that time of the event. Be mindful of areas that will have the ability to change channels themselves.
Share this timeline with the customer and make sure they are on board also.

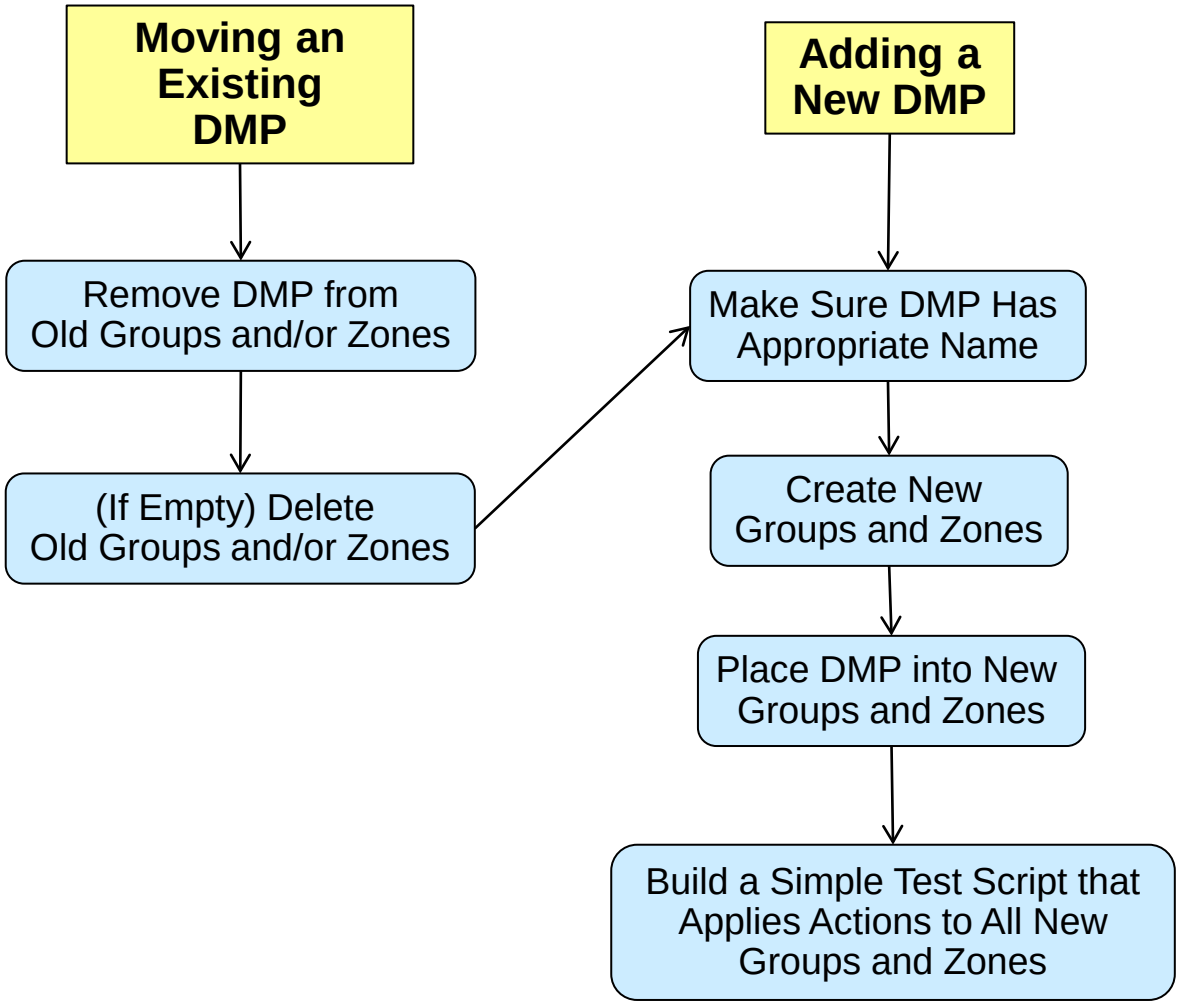
Example Channel Timeline:

	Concourse	Suites	Clubs	Admin	Concessions
Gates Open	MLB Channel	MLB Channel	MLB Channel		Scoreboard Feed
1 Hour Before Game	Scoreboard Feed				Scoreboard Feed
30 Minutes Before Game	FSN Pregame				FSN Pregame
15 Minutes Before Game	Game Feed 1	Game Feed 1	Game Feed 1	Game Feed 1	Game Feed 1
In-Game	Game Feed 1	Game Feed 1	Game Feed 1		Game Feed 1
Breaks	Scoreboard Feed	Scoreboard Feed	Scoreboard Feed		Scoreboard Feed
Immediate Post Game	FSN	FSN Postgame	FSN		FSN
30 Minutes After Game	MLB-Channel		MLB-Channel		MLB-Channel
1.5 Hours Post Game	Truck-Feed 1-OFF		Truck-Feed 1-OFF		Truck-Feed 1-OFF

Group & Zone Maintenance (as required)

Group and Zone Maintenance

Process Flow Diagram

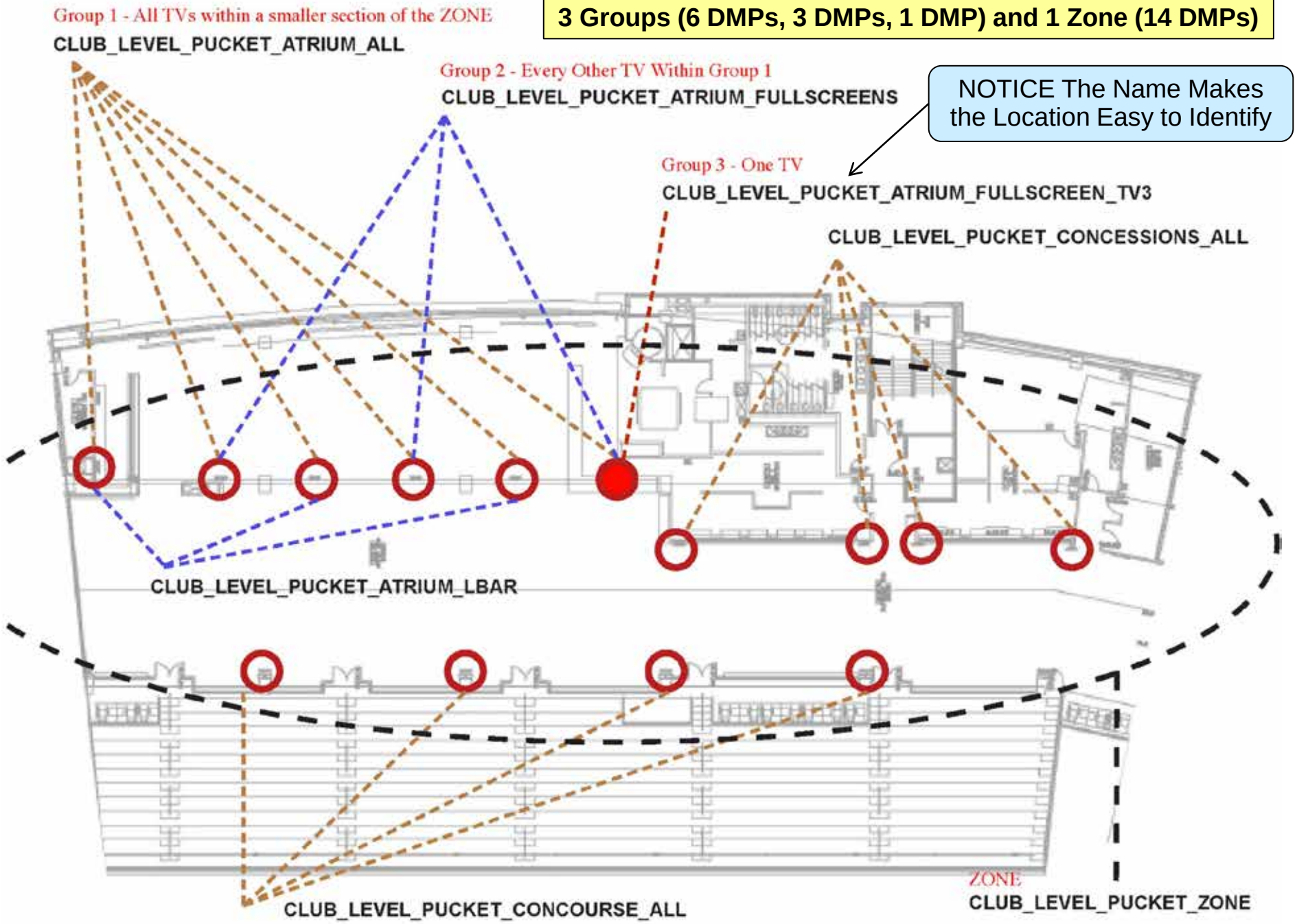


Group and Zone Maintenance (continued)

- Maintain easy to read naming conventions for groups like FLOOR_AREA_SPECIFICS
  Example: CLUB_LEVEL_PUCKET_ATRIUM_ALL = Group containing All of the DMPs in the Pucket Atrium of the Club Level
- Each DMP should belong to at least 3 Groups (General Area / More Specific / Single DMP) This allows for future scripts to be very simple or very complex.
- Improve your DMP Names whenever you come across one that is not clear.

  The next slide shows an example of how a DMP could fit into 3 different Groups within 1 Zone.

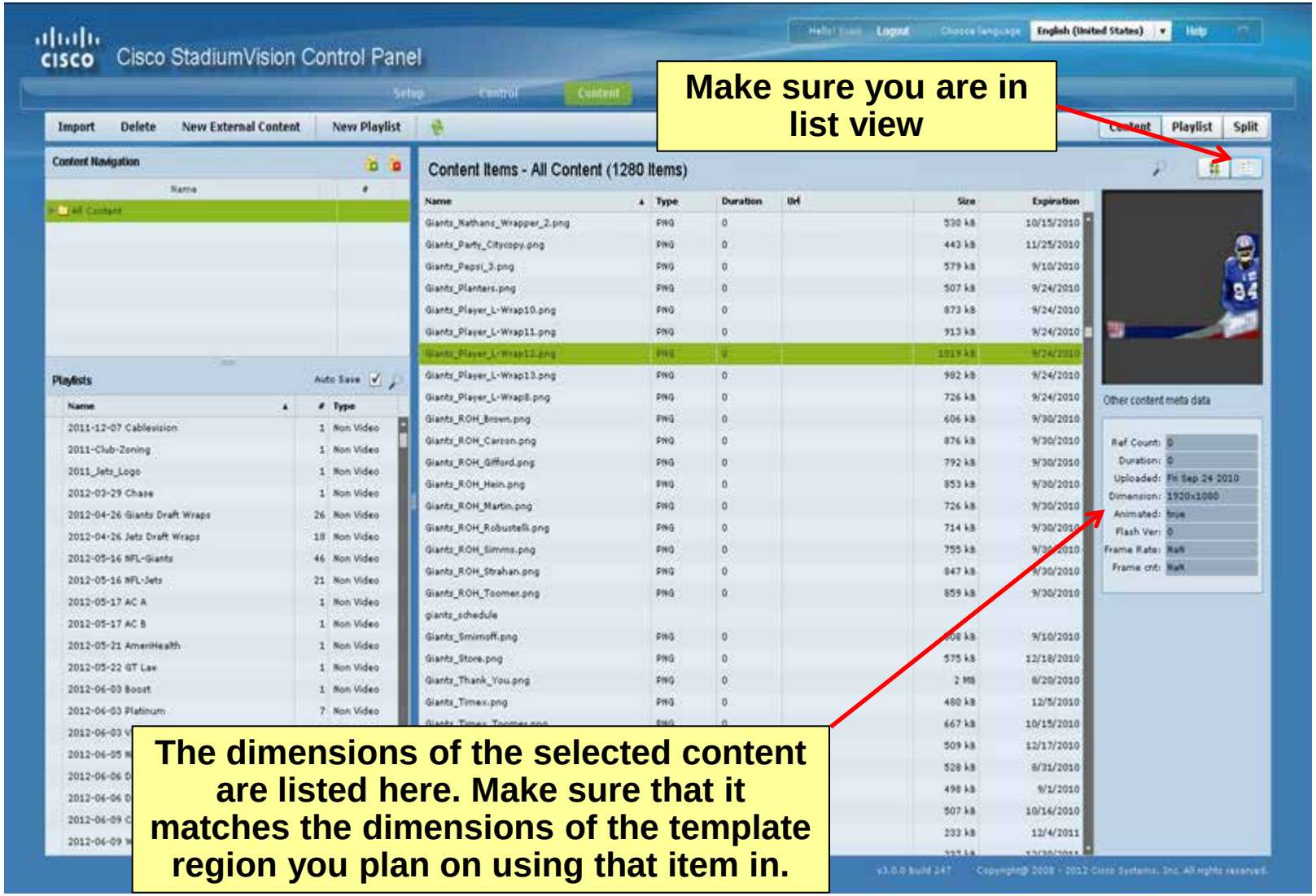
The solid red circle indicates a DMP that is included in 3 Groups (6 DMPs, 3 DMPs, 1 DMP) and 1 Zone (14 DMPs)



Validate Content (as required)

Validate Content (continued)

- View the dimensions of the content in Control Panel



Validate Content (continued)

- **Make sure that any static Images are either NON-PROGRESSIVE JPGS or PNG files.**

- **Must be RGB Colors, not CMYK .**(Some CMYK images may look normal on your computer but will not work with Cisco StadiumVision Director.)

FULL CONTENT CREATION GUIDELINES ARE AVAILABLE AT:

Cisco StadiumVision Content Creation Design and Implementation Guide, Release 3.0

- During the walk-thru, visit a DMP showing the new content and make sure that it looks right.

- Once you have validated that the content works, validate that it is included in the correct playlists.

Validate Content (continued)

Best Practices for Validating Playlists

Keep a spreadsheet that demonstrates what ads are in what playlists. Double-check the Cisco StadiumVision Director playlists against the spreadsheet.

You can make this spreadsheet and have the customer verify OR let the customer be responsible for making the playlist.

	Concourse	Concessions	Hrbecks	Townball, 1st base lounge, 3rd Base Lounge, Twins Pubs 1&2, Bud Deck	Legends Club, Champions Club, Metro Club, Suites
FSN	X	X	X	X	X
Heinz	X	X		X	X
Stanley	X	X	X	X	X
Bestbuy	X	X	X	X	X
Jacks	X	X	X	X	X
Cub Foods	X	X	X	X	X
Killebrew Rootbeer	X	X	X	X	X
Delta	X	X	X	X	X
Star Tribune	X	X	X	X	X
Intratran	X	X		X	
Metrotransit	X	X		X	
Graves					X
J&J Snack		X			
Total Lux Limo	X	X	X		X
Carrier			X		
Aherns	X	X			
93X	X	X			
KQRS	X	X			
KSTP	X	X			
MARS	X	X	X		X
Melting Pot	X	X			
Majestic	X	X	X	X	X
Pentair	X	X	X	X	
Huberts	X	X	x	x	
Nike	X	X	X	X	X

Update Video Playlist (as required)

Update Video Playlist (continued)

Detailed Process

1. Work with client to identify the areas of the venue where the video will be played.
2. Provide the client with DMP video specifications:

Video Settings:

Format: MPEG2 TS (Transport Stream)

Resolution: 1920x1080

Aspect Ratio: Widescreen 16x9 (1.0 Square Pixels)

Field Order: Progressive

Bitrate: 20 Mbps

Bitrate Encoding: CBR (Constant Bitrate)

GOP Settings: M Frames 3, N Frames 15

Audio Settings:

Audio Format: MPEG

Audio Layer: MPEG-1, Layer II

Audio Mode: Stereo

Sample Size: 16 bit

Frequency: 48 kHz

Bitrate: 128

Update Video Playlist (continued)

Detailed Process

3. Acquire final video file from client.
4. Upload the video to the appropriate DMPs using the Video Distribution Manager.
5. Using the Cisco StadiumVision Director Control Panel, add a “New External Content” item to the content library.
6. Using the “Create New External Content Item” dialog box, add the following information:
   - Media name
   - Media type
   - URL You should use the following path: file:///tmp/ftproot/usb_1/video/filename
   - Duration (you must add the video duration in seconds)
7. Create a new playlist, then add the external media item to the playlist.
8. Schedule the playlist to the specific DMPs that should be playing the video playlist.

Update Video Playlist (continued)

Detailed Process

Questions to ask regarding Video Playlist
How long will the breaks be? This might even change within the same sport, depending on different broadcasters (weeknight vs weekend game, regular season vs. post-season game).
What zones does it occur in?
Does the playlist keep repeating throughout the entire duration/or cut to something else?

Make / Update Detailed Event Checklist

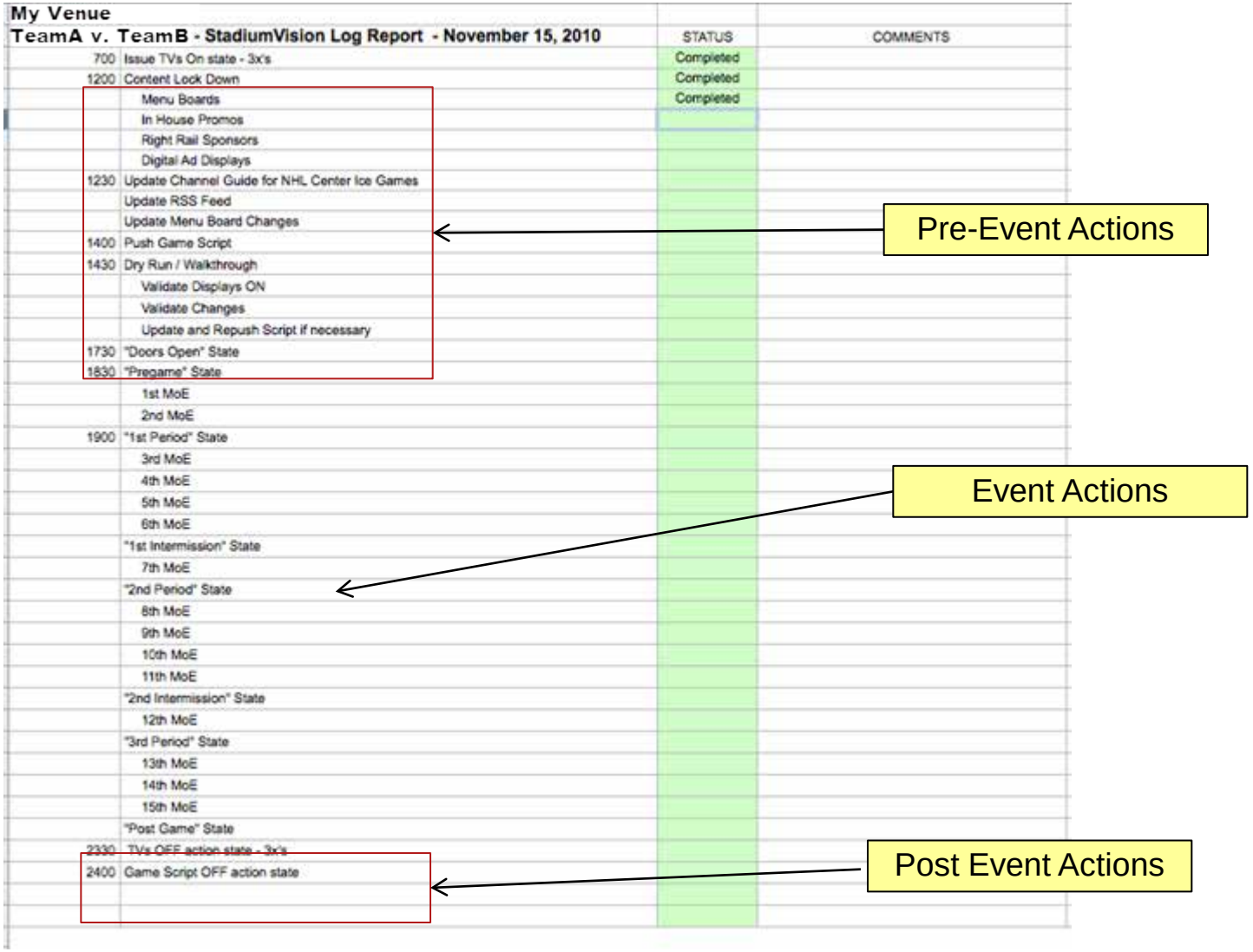
Make / Update Detailed Event Checklist

Best Practices
Create new checklist for every event.
Name them after the Event and Date. Archive them for possible future use. (The customer might have a question about a previous event.)
Should cover all actions before/during/after event. (Some operators prefer to keep separate checklists for each section of the event.)
No necessary actions are too insignificant. It can be very easy to miss a step when your routine is interrupted.

Content	Owner	Date	Status
Menus - (confirm and build)			
Ads insert - (confirm and build)			
L-wraps - (confirm and build)			
Game Scripting			
Locker Room Schedule			
Production Meeting (with team)			
Create Event Matrix			
Validate all L-Wraps in Playlist			
Turn on RSS Feed			
Suites			
Welcome (static) -- upper right screen			
Reuters (UL) -- upper left screen			
In-Suite Ordering			
Attendant Check			
100% Process Spot Test/Check			
Specialty Areas - Content and Feed Check			
Coaches Club			
Team Store			
Owners Suites			
General Suites			
Press Suites			
Concessions			
Test/walk			
Headend			
Channel Map/Assignments			
Build Ad Insert Schedule			
Production Meeting (with team)			
Confidence Monitor Tuning			
Cisco StadiumVision General			
Channel Guide Desc			
Block any special channels from Default Channel guide			
DMP/TV Remediation List			
Pre-Game			
Back Up Game Script			
Remove all Zombie Sessions			
Ensure system has enough memory			
Maintenance Reboot of all DMPs			
SWF Files			
Ensure system performance			
Back Up Cisco StadiumVision Director			
Post-Game			
Verify Logos behind podium in Coaches Club			
Verify Red Zone in Coaches Club			
Retrieve DVD Burners			
Remember			
Locker Room Script goes dark after Q1 (customer confirm)			
No Suite Actions in Script			
No Script Changes in Capt. Club			
No Actions on Admin Spaces in Scripts			
No Event Changes in Press Area at All			
Change Default Multicast Channel			
Be Sure to Push all TVs on Command after Push			
Turn off all TVs 2 Hours After Stadium Emptied			
TO DO:			
Configure Hertz Tent DMPs			
Take DVD Burners into Locker Room			
Verify NFL Sunday Ticket on Channels			
Issue TV Shutdown Command 3x Prior to Leaving			
Problem Tracking & Resolution			

Detailed Event Checklist Sample

Detailed Event Checklist Sample



My Venue TeamA v. TeamB - StadiumVision Log Report - November 15, 2010		STATUS	COMMENTS
700	Issue TVs On state - 3x's	Completed	
1200	Content Lock Down	Completed	
	Menu Boards	Completed	
	In House Promos		
	Right Rail Sponsors		
	Digital Ad Displays		
1230	Update Channel Guide for NHL Center Ice Games		
	Update RSS Feed		
	Update Menu Board Changes		
1400	Push Game Script		
1430	Dry Run / Walkthrough		
	Validate Displays ON		
	Validate Changes		
	Update and Repush Script if necessary		
1730	"Doors Open" State		
1830	"Pregame" State		
	1st MoE		
	2nd MoE		
1900	"1st Period" State		
	3rd MoE		
	4th MoE		
	5th MoE		
	6th MoE		
	"1st Intermission" State		
	7th MoE		
	"2nd Period" State		
	8th MoE		
	9th MoE		
	10th MoE		
	11th MoE		
	"2nd Intermission" State		
	12th MoE		
	"3rd Period" State		
	13th MoE		
	14th MoE		
	15th MoE		
	"Post Game" State		
2330	TVs OFF action state - 3x's		
2400	Game Script OFF action state		

Pre-Event Actions

Event Actions

Post Event Actions

More Event Checklist Samples

Checklist of actions to be completed before the event begins

Pre-Event Checklist		
	Completed	
Meet With Game Presentation	☐	
Ad New Content	☐	
Remove Dated Content	☐	
Push Script	☐	
Walk Stadium	☐	
Make Sure New Content Looks Good	☐	
Check RSS Feeds	☐	
Check/Tune MLB Channels	☐	
Check Server Memory	☐	
Check Truck Feed Video/Audio	☐	

Checklist of Script States that get triggered at specific moments.

PREGAME			
Inning 1 Top	In_Game_1		☐
Inning 1 MidBreak	Inning_Break_7	M&M Delta	☐
Inning 1 Bottom	In_Game_1		☐
Inning 1 EndBreak	Inning_Break_4	Rootbeer	☐
Inning 2 Top	In_Game_1		☐
Inning 2 MidBreak	Inning_Break_6	Cub Foods	☐
Inning 2 Bottom	In_Game_1		☐
Inning 2 EndBreak	Inning_Break_2	Jacks	☐
Inning 3 Top	In_Game_1		☐
Inning 3 MidBreak	Inning_Break_1	Rootbeer_Delta	☐
Inning 3 Bottom	In_Game_1		☐
Inning 3 EndBreak	Inning_Break_9	Sports Authority	☐
Inning 4 Top	In_Game_1		☐
Inning 4 MidBreak		M&M	☐
Inning 4 Bottom	In_Game_1		☐
Inning 4 EndBreak	Inning_Break_4	Rootbeer	☐
Inning 5 Top	In_Game_1		☐
Inning 5 MidBreak	Inning Break_3	Cub/Delta	☐
Inning 5 Bottom	In_Game_1		☐
Inning 5 EndBreak	Inning_Break_2	Jacks	☐
Inning 6 Top	In_Game_1		☐
Inning 6 MidBreak	Inning_Break_4	Rootbeer	☐
Inning 6 Bottom	In_Game_1		☐
Inning 6 EndBreak	Inning Break_8	M&M Delta	☐
Inning 7 Top	In_Game_1		☐
Inning 7 MidBreak	Inning_Break_5	Jacks/Delta	☐
Inning 7 Bottom	In_Game_1		☐
Inning 7 EndBreak	Inning_Break_6	Cub Foods	☐
Inning 8 Top	In_Game_1		☐
Inning 8 MidBreak	Inning Break_8	M&M	☐
Inning 8 Bottom	In_Game_1		☐
Inning 8 EndBreak	Inning_Break_2	Jacks	☐
Inning 9 Top	In_Game_1		☐
Inning 9 MidBreak	Inning_Break_3	Cub/Delta	☐
Inning 9 Bottom	In_Game_1		☐
POSTGAME			

Update Dynamic Content (as required)

(Custom Suite Welcome Messages / Menu Boards)

Update Dynamic Content

Best Practices for Custom Suite Welcome Messages
Encourage the customer to charge the suite holders extra for the Customized Welcome Message. This will narrow the scope of work and minimize the margin of error.
Set a firm deadline for getting all of the Suite Owner’s names. Give yourself enough time to populate the names into the application and have them verified.
If possible, involve the Customer in the validation process.
When possible, train the Customer to populate the application.

Risk to Consider with Custom Suite Welcome Messages
Suite owners can and will be very upset if there are wrong messages or misspellings.

Update Dynamic Content (continued)

Best Practices for Menu Boards
Set a firm deadline for getting all of the menu changes. Give yourself enough time to populate the changes into the application and have them verified.
Organize weekly meetings with the Concessionaires.
Make the updates to the Menus on the spot and have them validate immediately.
When possible, train the Concessionaires to populate the application.

Risk to Consider with Menu Boards
A wrong price will anger customers and fans.

Defect Notes

There are several caveats related to content issues in 3.0. Be sure to check the “Caveats” section of the release notes for open issues:

Release Notes for Cisco StadiumVision Director Release 3.0

Update Channel Guide (as required)

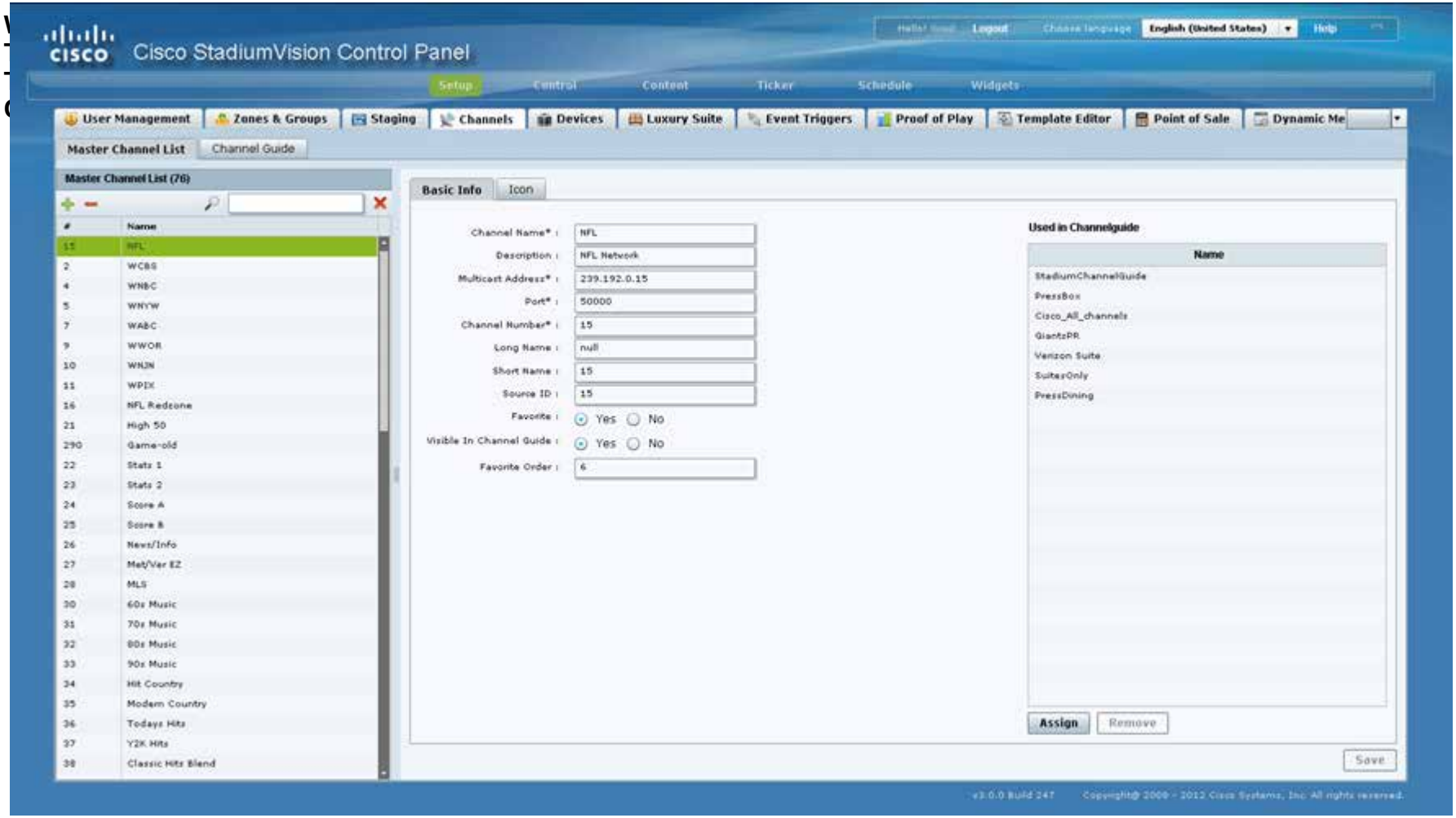
Update Channel Guide (as required)

Why are the channels always changing?

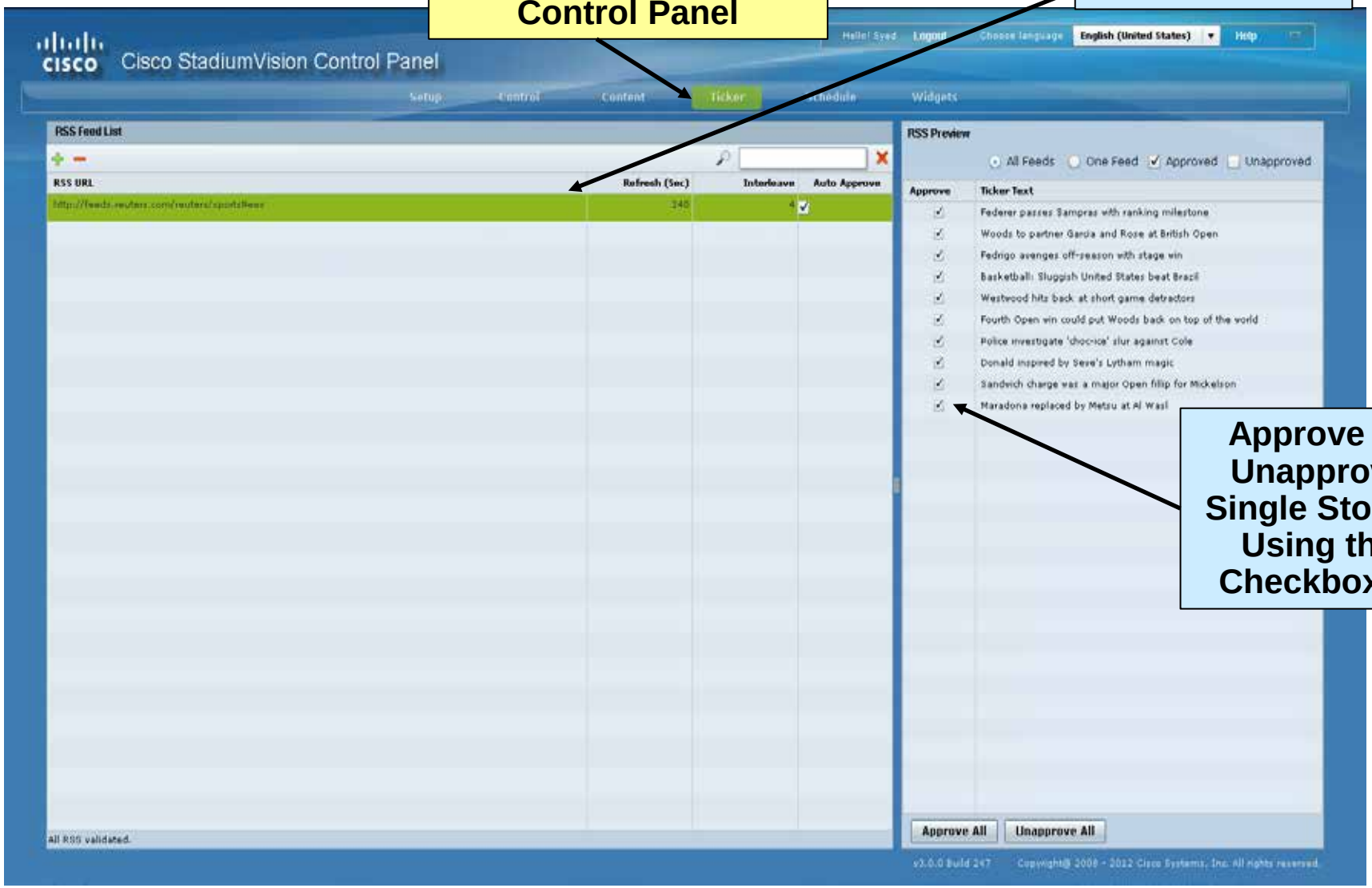
- There are multiple games on special DirectTV channels occurring during an event. MLB Extra Innings, NFL Sunday Ticket, NHL Center Ice, etc.
- There are a limited number of DirectTV cards available at the venue to tune to these channels, so they can't ALL be on all the time.
- The venue needs to decide which other games to make available on Cisco StadiumVision Director. The Channel Guide will need to updated accordingly.

Best Practice for Tuning DirectTV
Have someone from the venue in charge of tuning DirectTV cards to the correct channels.
During the event, have that person verify that the channels are working, and that they are named appropriately in the Channel Guide.

Update Channel Guide (continued)



Update RSS Feed
Diagram



System Maintenance

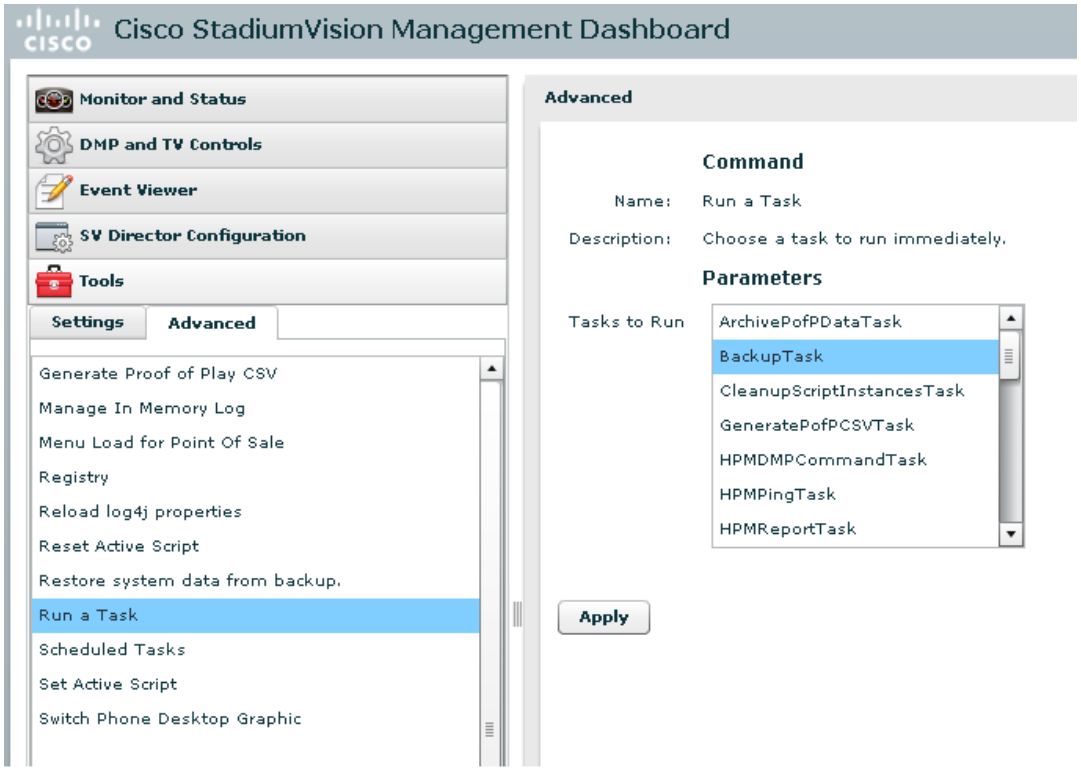
Back Up Game Script

Best Practices
Run a manual system backup prior starting the game script.
Use the Management Dashboard to backup system data per component / all component except unix, Schedule tasks.
Back up all components (highly recommended).

Backup Summary

- Ø **Content Management System**
- Ø **Database – Stadium Vision iApps**
- Ø **Database – Proof Of Play**

For more information, see the guide:
[Backing Up and Restoring Cisco StadiumVision Director Servers, Release 3.0]



Back Up Game Script (continued)

When to Backup

- Ø Add / Modifying Channel Guide
- Ø Content Update JPG, SWF, etc.
- Ø Add / Modifying Zone's and Group
- Ø Add / Modifying DMP and Phone
- Ø Add / Modifying Luxury Suite
- Ø Dashboard Registry Update
- Ø Dashboard Registry Update

DO'S

Stop the active game/event script from the Management Dashboard before starting the manual backup.

DON'Ts

Do not start the game/event Script during backup.
Do not operate the Cisco StadiumVision Control Panel / Management Dashboard until the backup is complete.

Defect Notes

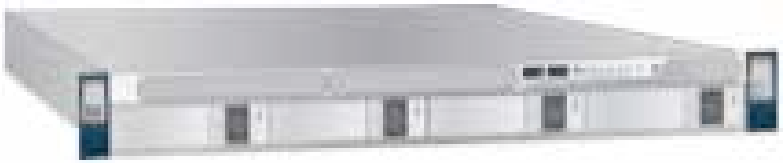
For information on related defects, see the “Caveats” section of the Release Notes for Cisco StadiumVision Director Release 3.0.

Validate System Readiness and Ensure System Has Enough Memory

Best Practices
CPU Utilization
RAM Utilization
Disk Utilization

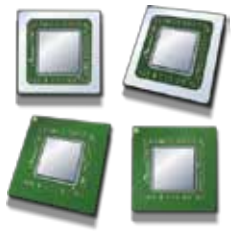
Cisco StadiumVision Director - Primary Server (1)

Cisco UCS C200 Servers



Cisco StadiumVision Director – Secondary Server (2)

Validate System Readiness and Ensure System Has Enough Memory



CPU Utilization

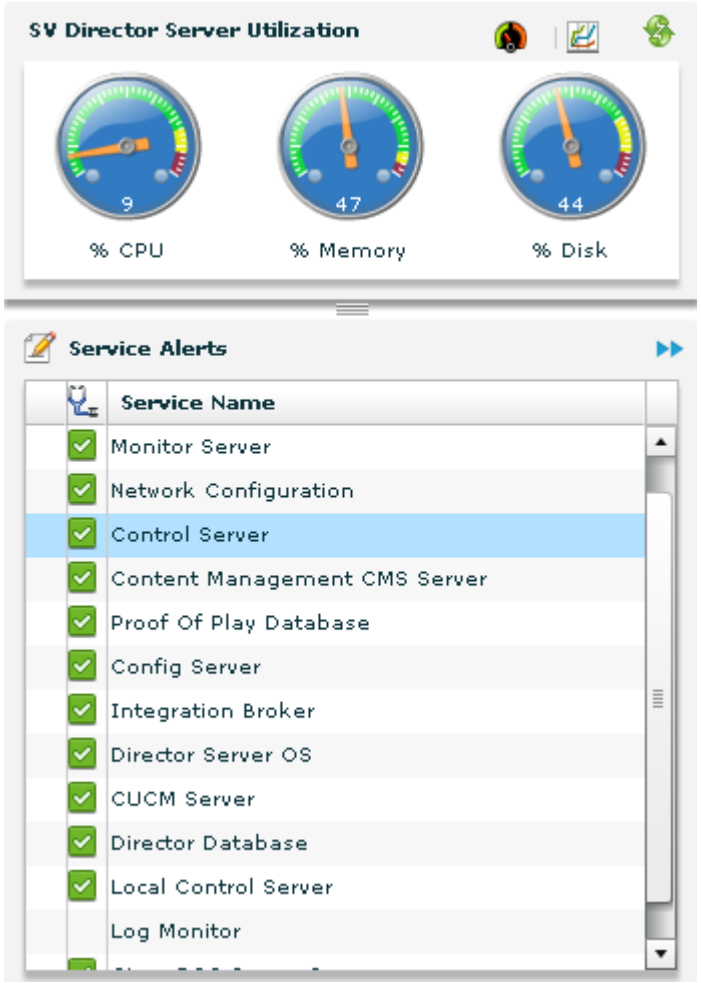
The Cisco StadiumVision Director Server monitoring service gathers information from the underlying Cisco StadiumVision Director operating system. It looks at three parameters: CPU Utilization, Memory Utilization, and Disk Utilization.

The Management Dashboard will show an alarm if any of these go above 90%.

If CPU utilization is above the threshold for a short period of time, it's probably acceptable. However, if CPU utilization remains elevated, there is a problem such as a run-away process or a task that is consuming all the available CPU, which can result in Reduced responsiveness of the system.

You will need to look at the system and determine how to resolve.

Contact Cisco Technical Support and open a case with proper severity.



Validate System Readiness and Ensure System Has Enough Memory (continued)

CPU Utilization

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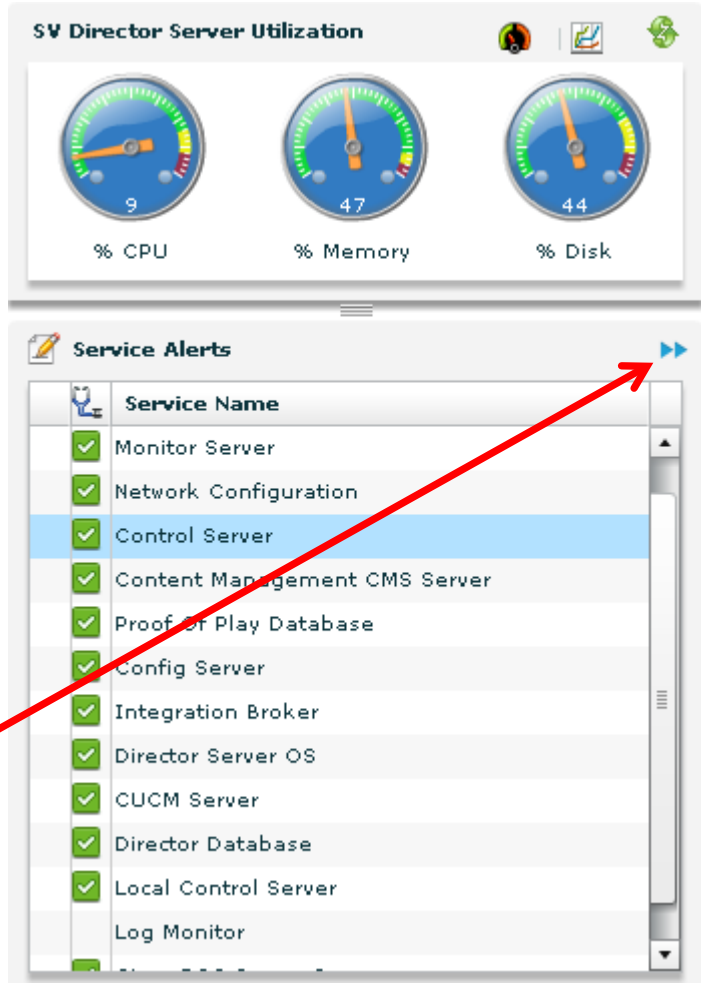
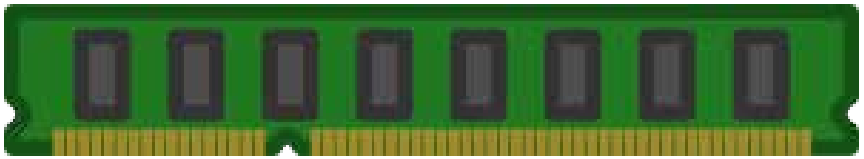
NOTE: The Management Dashboard caches the last executed report. Always make a new request /refresh to get the most up-to-date information.



Validate System Readiness and Ensure System Has Enough Memory (continued)

RAM Utilization



Again the Stadium Vision Director Server monitoring service gathers information from the underlying Stadium Vision Director operating system. It looks at three parameters: CPU Utilization, Disk Utilization, and Memory Utilization.

The Management Dashboard will show an alarm if any of these go above 90%.

Total Memory	16 GB
SVD Cached Memory	10 GB
Memory usage above	14.5 GB crossed the system threshold

If memory utilization is above the threshold over a long period of time, there could be something running in the system which is using more memory than it should. Identify which processes are using the most memory.

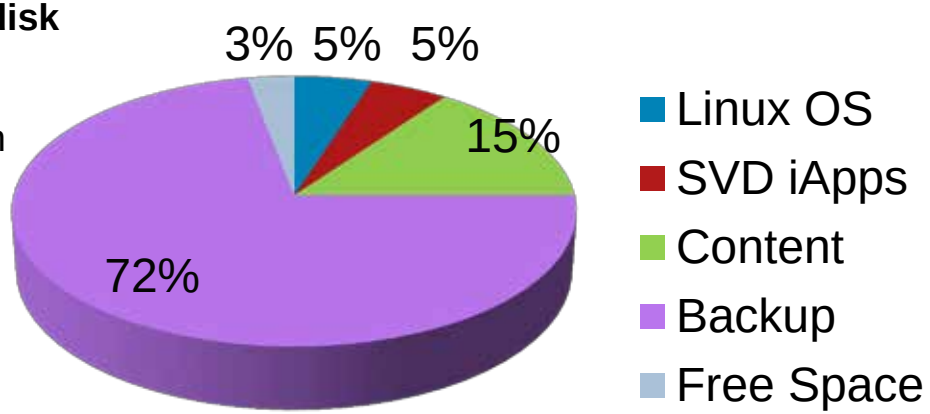
Contact Cisco Technical Support and open a case with proper severity.

Validate System Readiness and Ensure System Has Enough Memory (continued)

Disk Utilization

If disk utilization is above the threshold, the disk space is filling up.
The disk should be cleaned up before utilization reaches 100% because the Cisco StadiumVision system could stop working.

The disk might fill up due to having a lot of backup files, PoP files, or log files of the system game script.



Total Disk Size : 300GB

Watch out!

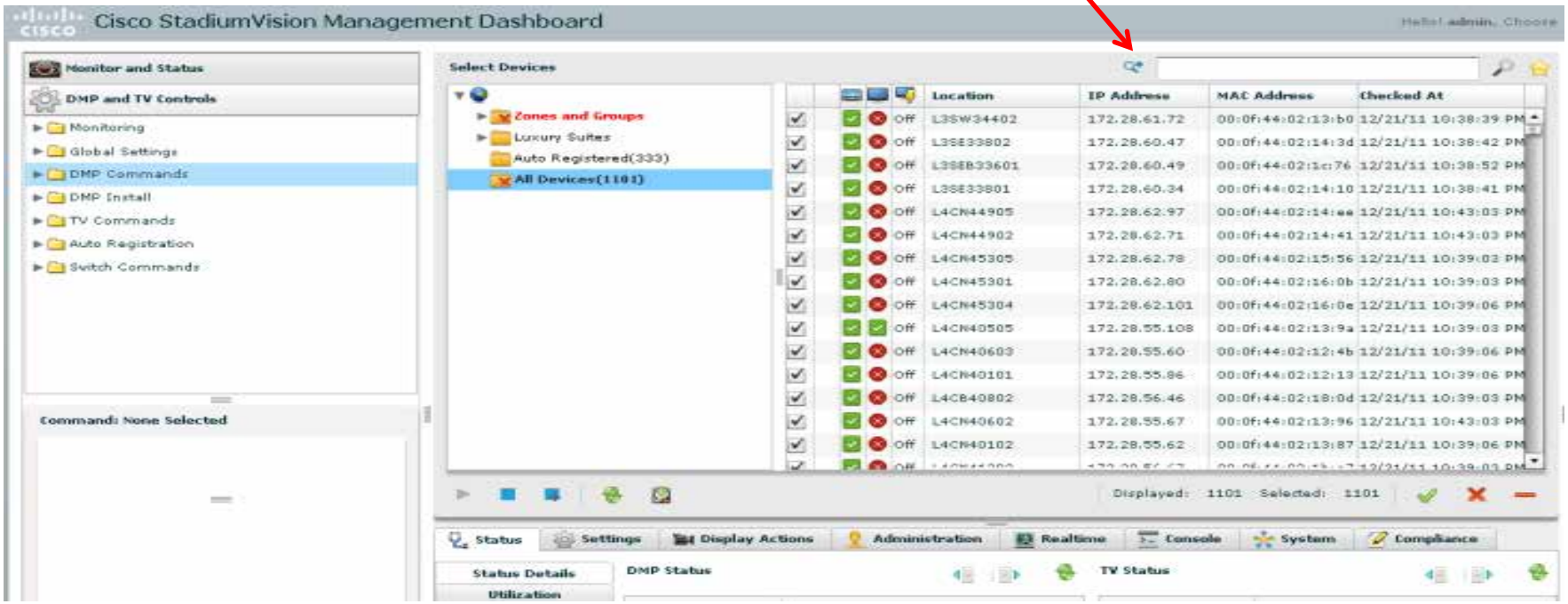
The Daily backup task might consume the HD space limit, which can cause the Control Panel/Management Dashboard response to be very slow, and the system could potentially stop working.

Review and Recover DMP Health

Review and Recover DMP Health

Note: *This section assumes that the Operator has been trained on how to use the Management Dashboard. The following recommendations are designed to remedy the most common DMP health issues. They are not necessarily the best solution for each scenario—they are simply the fastest. In the event that you attempt these steps and cannot recover a DMP, further investigation will be necessary.*

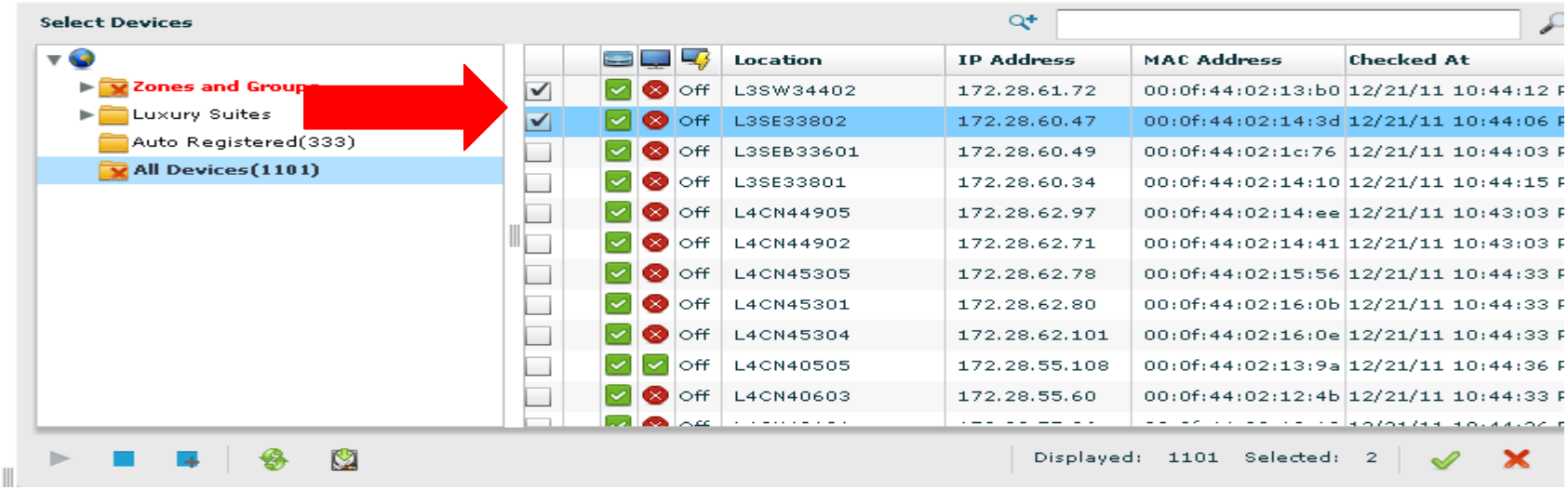
- Log into the Management Dashboard and perform a “Get Status” on all DMPs.
- You can sort DMPs by selecting the Critical DMPs ( ) in the search box.



Note: *In the event that you have dozens of DMPs in critical state, there is probably a much larger server issue.*

Review and Recover DMP Health (continued)

NOTE: BY DEFAULT ALL DMPS ARE SELECTED. BE SURE TO SELECT ONLY THE DMPS ON WHICH YOU WANT TO TAKE ACTION.



- If a critical DMP can be pinged and shows as compliant, reboot the device.
- If a critical DMP can be pinged and shows as non-compliant, re-push the Flash template to the DMP from the Cisco StadiumVision Director Control Panel.

  This is the most common non-compliance for DMPs that have been up and running for a while. If the device remains non-compliant you will need to investigate further from the Compliance tab. You may need to run additional DMP Install commands from the dashboard.
- If a critical DMP is unreachable, perform a Power over Ethernet (PoE) reboot. If PoE reboot is not functioning at your stadium, contact Cisco Technical Support.
- If the DMP is unrecoverable after these steps, go to the DMP and manually power off/on and continue to troubleshoot further.

Defect Notes

For information on related DMP defects, see the “Caveats” section of the Release Notes for Cisco StadiumVision Director Release 3.0.

StadiumVision

DAILY DMP HEALTH CHECK

Cisco StadiumVision Director
Release 3.0

Playbook Topics

- Overview / Playbook Objectives
- Configuring an Email Alias for the Daily DMP Health Report
- Scheduling a Daily DMP Health Report
- Daily DMP Health Report Example
- Acting Upon the Daily DMP Health Report
- Risks & Mitigation Plan

Overview / Playbook Objectives

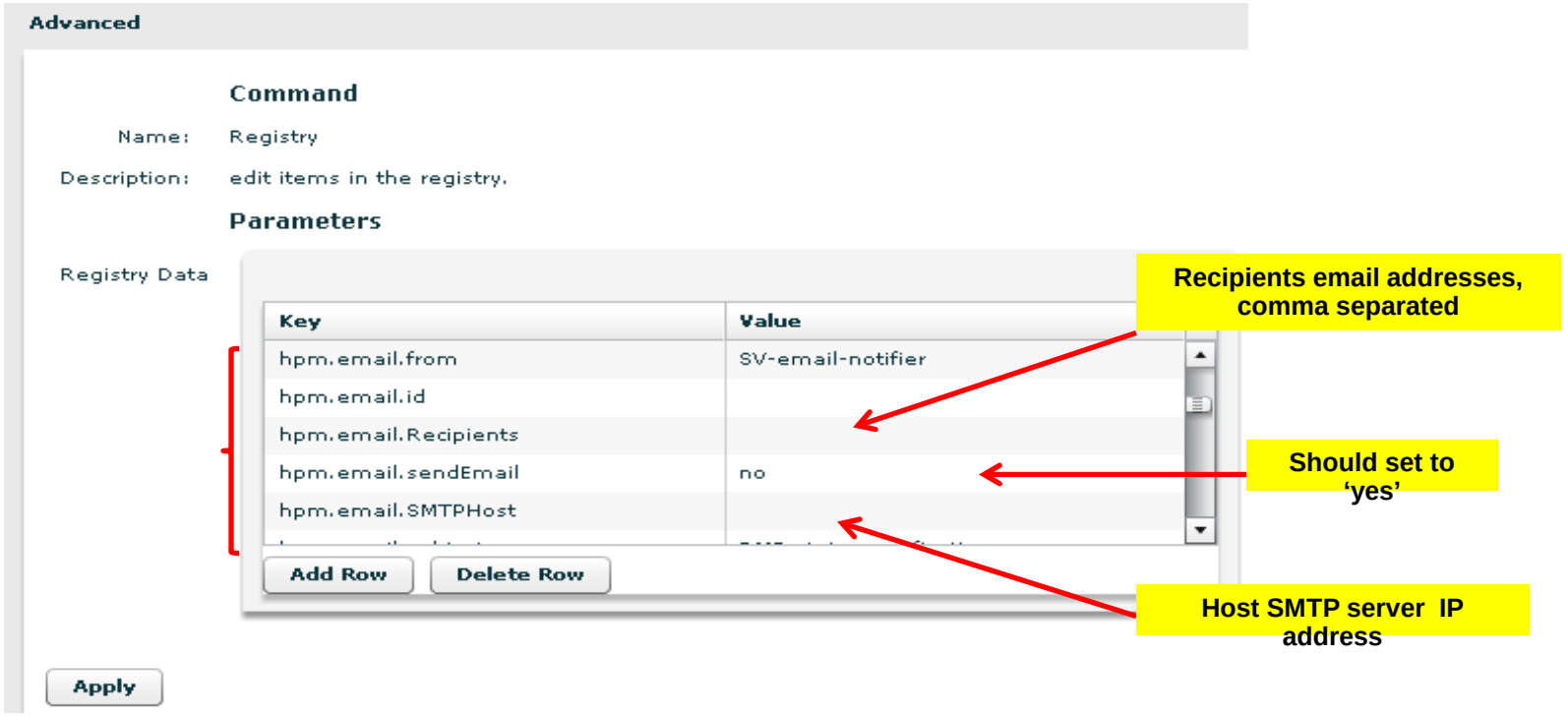
The Daily DMP Health Check playbook provides guidance on how to set up a daily DMP health report and recommends actions to take on the items reported.

Configuring an Email Alias for the Daily DMP Health Report

1. Log into Cisco StadiumVision Director as an administrator.
2. Go to the Management Dashboard.
3. Go to the **Tools** tab and click **Advanced**.
4. Select **Registry**.
5. Find the key named ‘hpm.email.from’ in the Registry Data Parameters. The value should be ‘SV-email-notifier’.
6. Find the key named ‘hpm.email.Recipients’ in the Registry Data Parameters. The value should be a comma-separated list of email recipients (i.e. email1@domain.com, email2@domain.com).
7. Find the key named ‘hpm.email.sendEmail’ in the Registry Data Parameters. The value should be set to ‘yes’.
8. Find the key named ‘hpm.email.SMTPHost’ in the Registry Data Parameters. The value should be set to the IP address or hostname of your associated SMTP server (if a hostname is used, of course the hostname should be resolvable by your network DNS server).

Configuring an Email Alias for the Daily DMP Health Report (continued)

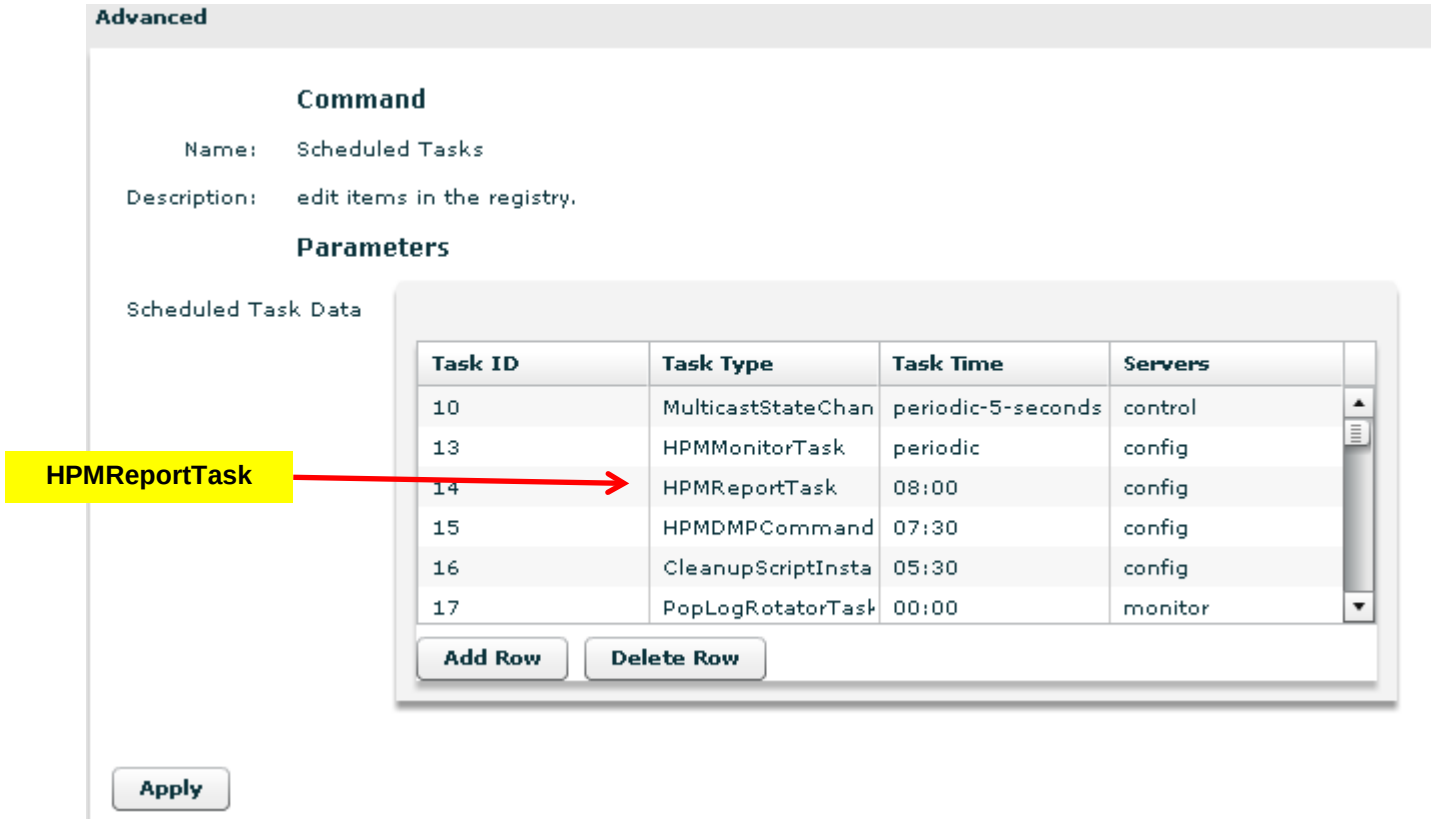
9. Find the key named ‘hpm.email.subject’ in the Registry Data Parameters. The value should be set to ‘DMP status notification’.



Scheduling a Daily DMP Health Report

1. Log into Cisco StadiumVision Director as an administrator.
2. Go to the Management Dashboard.
3. Go to the **Tools** tab and click **Advanced**.
4. Select **Scheduled Tasks**.
5. Find the task named ‘HPMReportTask’.
   a. If the task name is found, set the time according to when you want the report to run.
   b. If the task name is not present, click Add Row. Under the column Task Type, type ‘HPMReportTask’ and specify the desired task time in 24-hour format (Ex. 08:00).
   c. Press **Enter** and then click the **Apply**. You should see a floating message box, indicating that your scheduled task was applied.

Scheduling Daily DMP Health Report (continued)



Daily DMP Health Report Example

The following example shows a typical daily DMP report email notification:

```
--------------------------------------------------------------------------------
StadiumVision Health Report generated at: 2012-10-08 08:00:00 AM
--------------------------------------------------------------------------------


--------------------------------------------------------------------------------
Total number of DMPs: 20
Total number in Normal State: 18
Total number in Critical State: 2
Total number in Unknown State: 0
Total number rebooted: 0
Total number non-compliant: 1
Total number in not-ready state: 1
Total number not reachable: 2
Total number with SD card problems: 0
Total number with Flash Application problems: 2
--------------------------------------------------------------------------------

--------------------------------------------------------------------------------
Devices in critical state, count = 2
--------------------------------------------------------------------------
CRT1-R3-C1          DMP-4310        10.194.171.139              2012-10-08 07:12:00 AM
Lab 172 Insignia 65DMP-4310         10.194.169.201              2012-10-08 07:12:00 AM
--------------------------------------------------------------------------------

--------------------------------------------------------------------------------
Devices not Ready, count = 1
--------------------------------------------------------------------------------
CRT1-R3-C1          DMP-4310        10.194.171.139              2012-10-08 07:12:00 AM
--------------------------------------------------------------------------------

--------------------------------------------------------------------------------
Devices not reachable, count = 2
--------------------------------------------------------------------------------
CRT1-R3-C1          DMP-4310        10.194.171.139              2012-10-08 07:12:00 AM
Lab 172 Insignia 65DMP-4310         10.194.169.201              2012-10-08 07:12:00 AM
--------------------------------------------------------------------------------
```

Daily DMP Health Report Example (continued)

Devices that have rebooted, count = 0

Non compliant devices, count = 1

CRT1-R3-C1 DMP-4310 10.194.171.139 2012-10-08 07:12:00 AM

Devices with SD card failures, count = 0

Devices with Flash App failures, count = 2

CRT1-R3-C1 DMP-4310 10.194.171.139 2012-10-08 07:12:00 AM
Lab 172 Insignia 65DMP-4310 10.194.169.201 2012-10-08 07:12:00 AM

Devices in unknown state, count = 0

Acting Upon the Daily DMP Health Report

- Non-compliant DMPs:
  - If you know that you normally have a certain number of DMPs in non-compliant state, then ignore this entry.
  - If the number of non-compliant DMPs is not what you expect, investigate and correct the issue(s).
- If you see that an unusual number of DMPs have recently rebooted, investigate further. This could be due to a power fluctuation issue in the edge switch, the edge switch itself was rebooted, or another issue caused a break in power supply to the affected DMPs.
- What *really* counts is the ‘Devices in critical state’ and ‘Devices not reachable’ entries!
  - These reported numbers are typically equal, but not necessarily so. For example, Flash Template corruption or missing Flash Template will show up as “critical” but not “unreachable”.
  - Investigate the affected DMPs and replace if necessary!
  - Do not simply *ignore* these DMPs as 99.99% of the time their TV screens will be all black!
- It is recommended that you inform your Event Manager (EM) about these DMPs and resolve all DMPs to green state, replacing any DMPs as necessary.

Risks & Mitigation Plan

Risk	Mitigation
Daily DMP Health Check emails stop arriving in your Inbox, preventing you from readily knowing which DMPs are incapacitated before an important stadium event.	• Check your Cisco StadiumVision Director server's DMP Health Check email configurations frequently to ensure proper operation. • Check often with your venue's IT personnel that the SMTP server that they have provided you is healthy and operational.

StadiumVision

SYSTEM MAINTENANCE

Cisco StadiumVision Director
Release 3.0

Overview / Playbook Objectives

- This Playbook describes the tasks to perform high-level system maintenance of Cisco StadiumVision Director.
- The intended audience is the Event Day Operator (EDO). It is expected that readers of this document are familiar with basic operation of the Management Dashboard, have a general understanding of the Sports and Entertainment business, and understand the objectives and operations of live events.

Playbook Topics

- Back up Game Script
- Managing Backups – Primary Server
- Restore From Backup – Secondary Server
- Removing Backup files
- Validating System - Hardware Resource
- Monitoring Services
- Viewing Overall Network Status
- Monitoring DMPs
- DMP Maintenance Reboot
- DMP Sample Health Report
- Generating a System State Report
- Periodic Maintenance Laundry List

Cisco StadiumVision Servers

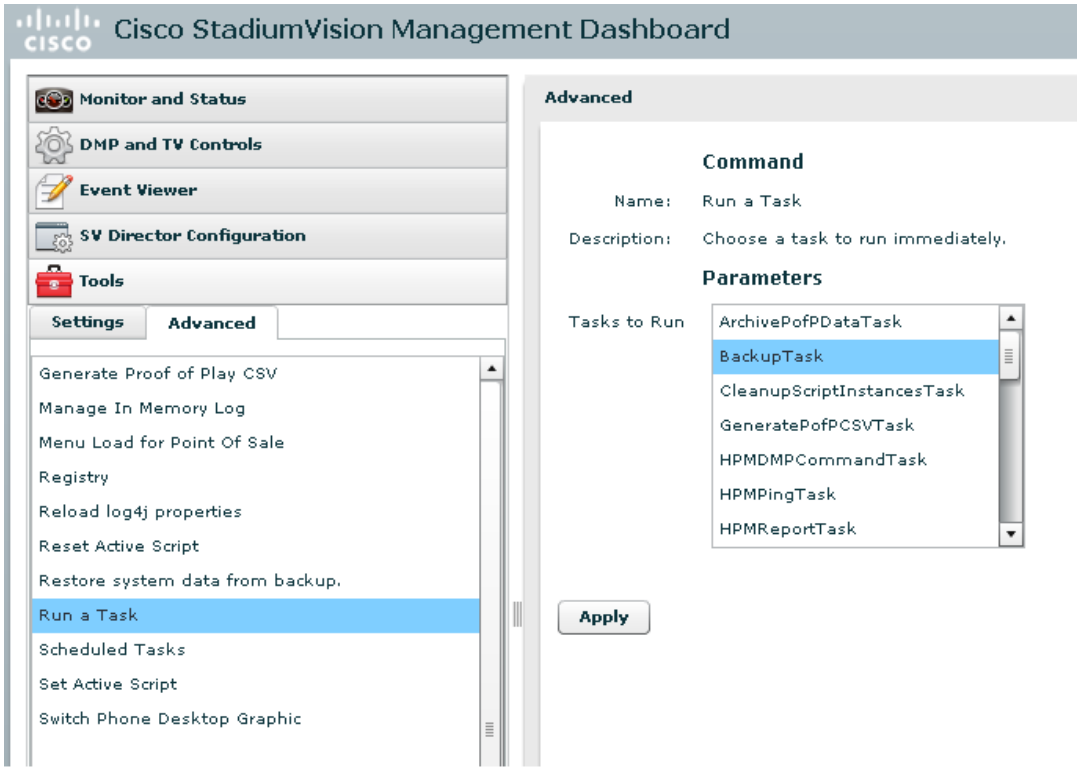
Managing Backups — Primary Server

Best Practices
Run a manual system backup prior starting the game script.
Use the Management Dashboard to backup system data per component / all component except unix, Schedule tasks.
Back up all components (highly recommended).

Backup Summary

- Ø **Content Management System**
- Ø **Database – Stadium Vision iApps**
- Ø **Database – Proof Of Play**

For more information, see the guide:
[Backing Up and Restoring Cisco StadiumVision Director Servers, Release 3.0]



Managing Backups — Primary Server (continued)

When to Backup

- Ø Add / Modifying Channel Guide
- Ø Content Update JPG, SWF, etc.
- Ø Add / Modifying Zone's and Group
- Ø Add / Modifying DMP and Phone
- Ø Add / Modifying Luxury Suite
- Ø Dashboard Registry Update
- Ø Dashboard Registry Update

DO'S

Stop the active game/event script from the Management Dashboard before starting the manual backup.

DON'Ts

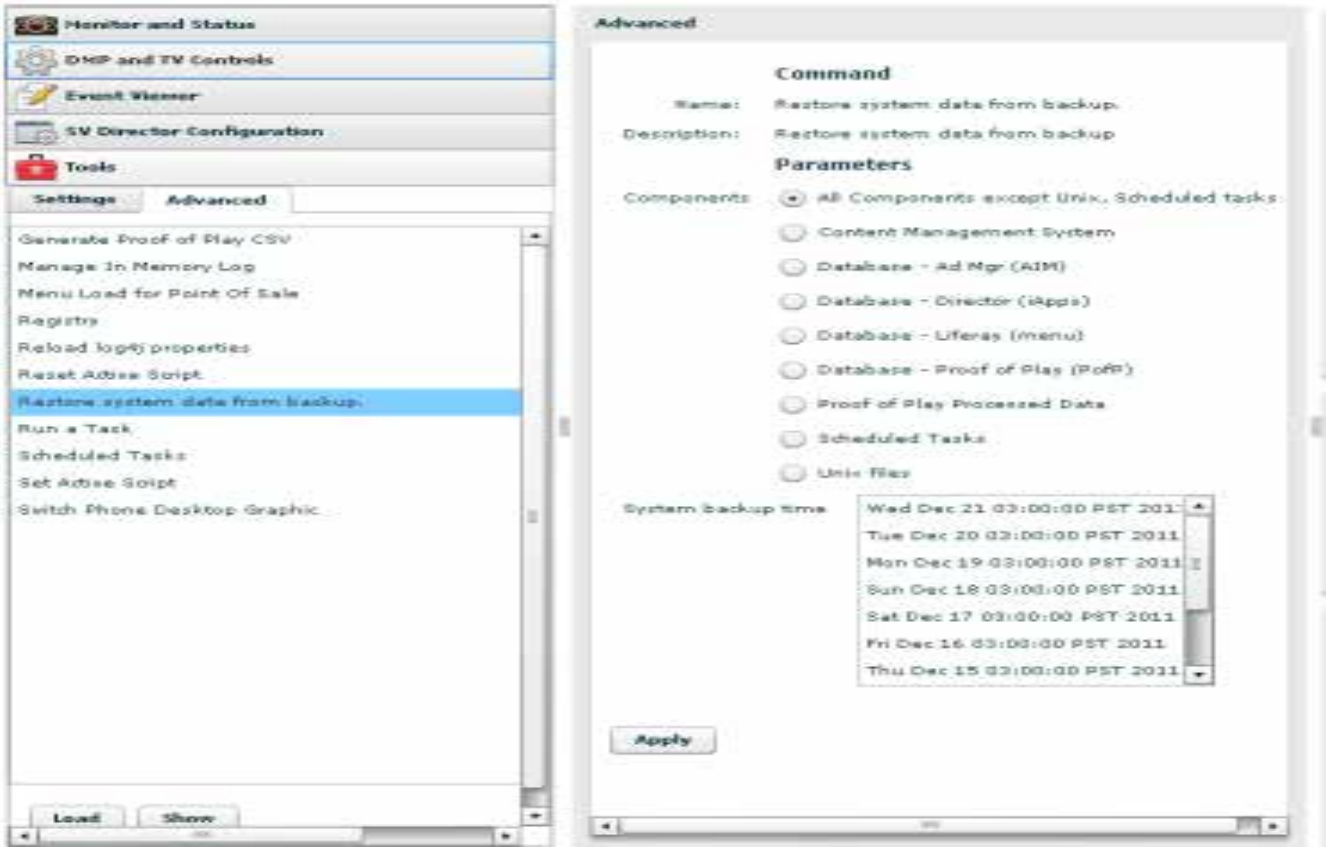
Do not start the game/event Script during backup.
Do not operate the Cisco StadiumVision Control Panel / Management Dashboard until the backup is complete.

Restore From Backup – Secondary Server

Best Practices
Do not restore backup files during an event or game.
Stop all active scripts before restore.
Check the disk space available on secondary server.
Remove any unneeded backup files from RESTORE directory.
Use the Management Dashboard on secondary server to restore the system data.
In the restore panel select the appropriate system backup files based on the RESTORE file time stamp.
Press “Apply” and wait for success message.

For more information about all of the steps to run a manual or scheduled restore, see the Backing Up and Restoring Cisco StadiumVision Director Servers, Release 3.0 guide.

Restore From Backup – Secondary Server (continued)



Removing Backup Files

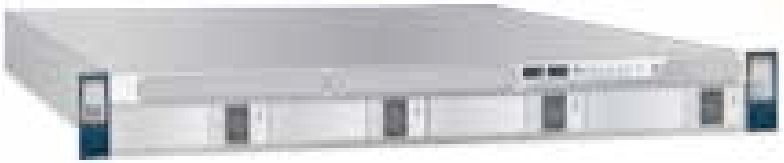
Best Practices
Retain a minimum of a week of backup files for recovery purposes.
Remove the backup files manually from the Cisco StadiumVision Director server.
Alternatively, set up a CRON job to remove the backup files.
Schedule the CRON job only when there is non-operational time, preferably between 1 A.M. to 5 A.M. and taking into account other scheduled tasks in the Management Dashboard.

Validate System Readiness and Ensure System Has Enough Memory

Best Practices
CPU Utilization
RAM Utilization
Disk Utilization

Cisco StadiumVision Director - Primary Server (1)

Cisco UCS C200 Servers



Cisco StadiumVision Director – Secondary Server (2)

Validate System Readiness and Ensure System Has Enough Memory (continued)

CPU Utilization

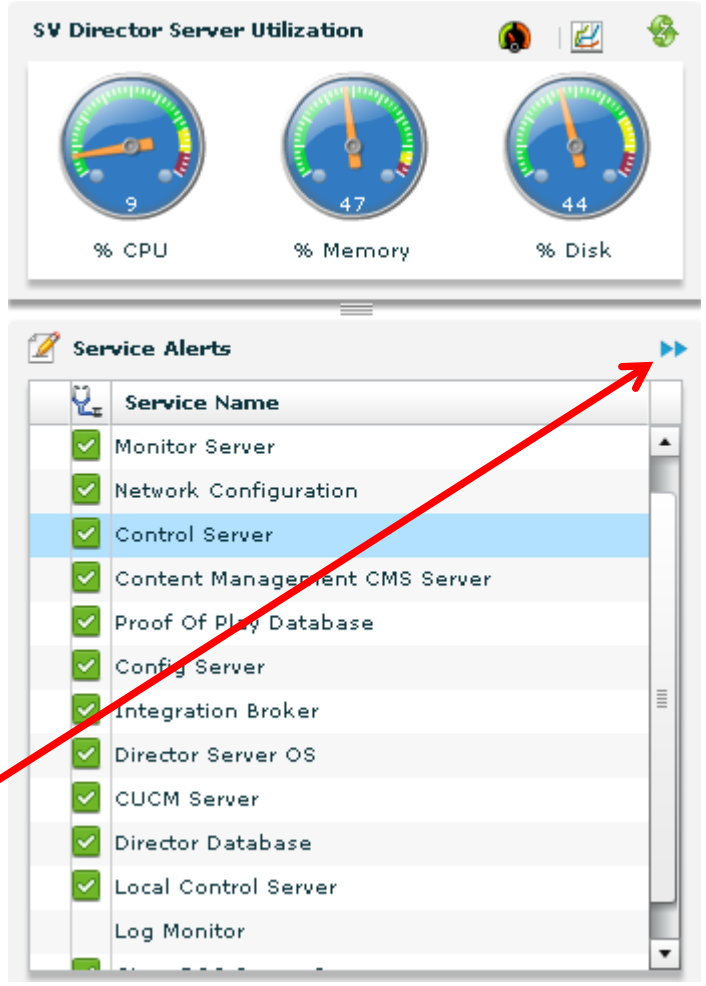
The Cisco StadiumVision Director Server monitoring service gathers information from the underlying Cisco StadiumVision Director operating system. It looks at three parameters: CPU Utilization, Memory Utilization, and Disk Utilization.

The Management Dashboard will show an alarm if any of these go above 90%.

If CPU utilization is above the threshold for a short period of time, it's probably acceptable. However, if CPU utilization remains elevated, there is a problem such as a run-away process or a task that is consuming all the available CPU, which can result in reduced responsiveness of the system.

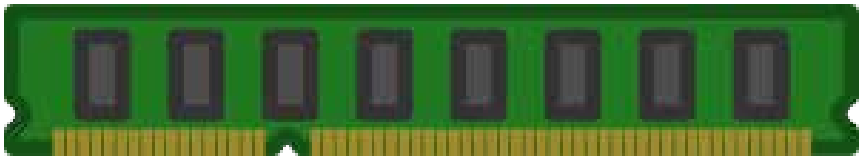
You will need to look at the system and determine how to resolve. If necessary, open a case with Cisco Technical Support.

NOTE: The Management Dashboard caches the last executed report. Always make a new request /refresh to get the most up-to-date information.



Validate System Readiness and Ensure System Has Enough Memory (continued)

RAM Utilization



Again the Stadium Vision Director Server monitoring service gathers information from the underlying Stadium Vision Director operating system. It looks at three parameters: CPU Utilization, Disk Utilization, and Memory Utilization.

The Management Dashboard will show an alarm if any of these go above 90%.

Total Memory	16 GB
SVD Cached Memory	10 GB
Memory usage above	14.5 GB crossed the system threshold

If memory utilization is above the threshold over a long period of time, there could be something running in the system which is using more memory than it should. Identify which processes are using the most memory.

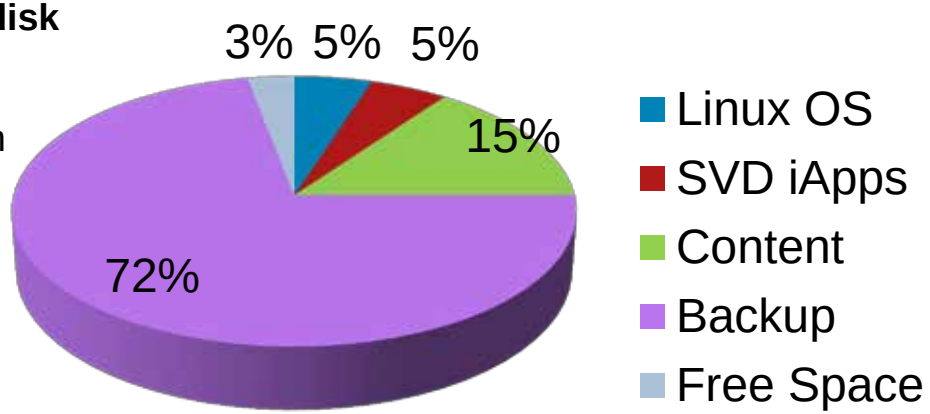
Contact Cisco Technical Support to open a case.

Validate System Readiness and Ensure System Has Enough Memory (continued)

Disk Utilization

If disk utilization is above the threshold, the disk space is filling up.
The disk should be cleaned up before utilization reaches 100% because the Cisco StadiumVision system could stop working.

The disk might fill up due to having a lot of backup files, PoP files, or log files of the system game script.



Total Disk Size: 320 GB
Minimum free space require: 15 GB

Watch out!

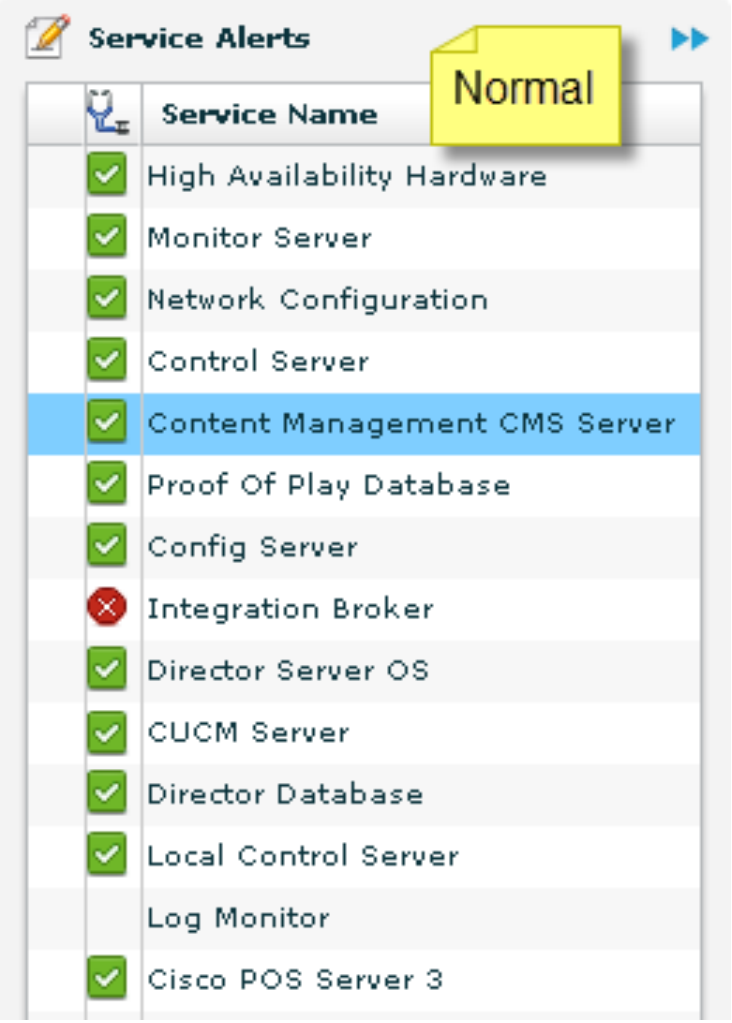
The Daily backup task might consume the HD space limit, which can cause the Control Panel/Management Dashboard response to be very slow, and the system could potentially stop working.

Monitoring Services

The following monitored services are new in Cisco StadiumVision Director Release 3.0:

- ü Content Management CMS Server
- ü Integration Broker

NOTE: The Integration Broker is disabled by default for External Content Integration support until you activate the External Content Integration Application from the Management Dashboard. For more information, see the ***Cisco StadiumVision Director External Content Integration Guide, Release 3.0*** guide.



Viewing Overall Network Status

Management Dashboard offers network summary in the form of traffic light to show the overall DMP health report.

Traffic light

- **More unhealthy devices**
- **Yellow state threshold – 10%**
- **Green state threshold – 5%**

Monitoring DMPs

Network Summary	Description
	Total number of DMPs in the network.
	Number of DMPs in critical state.
	Number of DMPs in normal state.
	Number of DMPs with SD card problems.
	Number of DMPs with Flash problems.
	Number of DMPs that are unreachable.
	Number of DMPs that have rebooted since the last network status check.
	Number of DMPs in failover recovery.
	Number of DMPs with non-compliant configurations.
	Number of DMPs that are in the not ready state (factory default state).
	The last time the network was checked for status.

Aggregate Status and Alert types

Aggregate TV/DMP Status	Triggered by these alerts
Critical	One or more critical alerts
Warning	One or more minor or major alerts
Normal	No alerts of any kind

DMP Resource Alert Thresholds:

DMP Resource	Total	Minor alert	Major alert
CPU	100%	More than 75% used	More than 90% used
System memory	250 MB	Less than 10% free	Less than 5% free
SWF memory	100 MB	Less than 40% free	Less than 20% free
HDD	300 GB	Less than 25% free	Less than 10% free

DMP Maintenance Reboot

Best Practices
Use Management Dashboard to soft reboot all the DMPs once each week.
Soft reboot helps DMPs to stay away from frozen state, avoids black screen, and unexpected behaviors.
Stop any active scripts before doing soft reboot.
After rebooting, get DMP status from Management Dashboard to see the DMP’s health report.

DMP Sample Health Report

StadiumVision Health Report generated at: 2012-10-08 08:00:00 AM

Total number of DMPs: 20
Total number in Normal State: 18
Total number in Critical State: 2
Total number in Unknown State: 0
Total number rebooted: 0
Total number non-compliant: 1
Total number in not-ready state: 1
Total number not reachable: 2
Total number with SD card problems: 0
Total number with Flash Application problems: 2

Devices in critical state, count = 2

CRT1-R3-C1	**DMP-4310**	**10.194.171.139**	**2012-10-08 07:12:00 AM**
Lab 172 Insignia 65	**DMP-4310**	**10.194.169.201**	**2012-10-08 07:12:00 AM**

Devices not Ready, count = 1

CRT1-R3-C1	**DMP-4310**	**10.194.171.139**	**2012-10-08 07:12:00 AM**

Devices not reachable, count = 2

CRT1-R3-C1	**DMP-4310**	**10.194.171.139**	**2012-10-08 07:12:00 AM**
Lab 172 Insignia 65	**DMP-4310**	**10.194.169.201**	**2012-10-08 07:12:00 AM**

DMP Sample Health Report (continued)

```
--------------------------------------------------------------------------------
Devices that have rebooted, count = 0
--------------------------------------------------------------------------------
--------------------------------------------------------------------------------

--------------------------------------------------------------------------------
Non compliant devices, count = 1
--------------------------------------------------------------------------------
CRT1-R3-C1   DMP-4310                10.194.171.139          2012-10-08 07:12:00 AM
--------------------------------------------------------------------------------

--------------------------------------------------------------------------------
Devices with SD card failures, count = 0
--------------------------------------------------------------------------------
--------------------------------------------------------------------------------

--------------------------------------------------------------------------------
Devices with Flash App failures, count = 2
--------------------------------------------------------------------------------
CRT1-R3-C1          DMP-4310          10.194.171.139          2012-10-08 07:12:00 AM
Lab 172 Insignia 65DMP-4310           10.194.169.201          2012-10-08 07:12:00 AM
--------------------------------------------------------------------------------

--------------------------------------------------------------------------------
Devices in unknown state, count = 0
--------------------------------------------------------------------------------
--------------------------------------------------------------------------------
```

For more information about configuring a scheduled daily DMP Health Report, see the “Daily DMP Health Check” playbook.

Generating a System State Report

Generating a System State Report (continued)

The “Basic first level” System State Report is required when opening a case with Cisco Technical Support.

NOTE: *Only* use the “Java thread/heap dump” and “Choose full SVD logs” options only when asked to do so by Cisco Technical Support.

Periodic Maintenance Laundry List

1. Check the NTP Server

The Network Time Protocol (NTP) server provides the correct network time for the Cisco StadiumVision Director. NTP synchronizes the clock in Cisco StadiumVision servers to a network time server.

Consequence of NTP Server failure

Ø Failure to maintain time synchronization between the primary and secondary server can cause the restore process to fail.

Ø Tasks might execute at a timestamp different from other networked equipment, which normally is synchronized to a time source.

Ø Low-level system logs contains invalid timeframe.

Ø To verify NTP, from command line as root: ntpq –p . The output should reflect that time synchronization is in effect.

Periodic Maintenance Laundry List (continued)

2. Check the DNS Server

The Domain Name System (DNS) is a hierarchical naming system built on a distributed database for computers, services, or any resource connected to the Internet or a private network.

Consequence of DNS Server failure

Ø Stops email notification of the Daily DMP Health Report.

Ø Cisco StadiumVision Director fails to pull the updated RSS feed from the Internet.

Ø Event scripts fail due to an unreachable DNS server from Cisco StadiumVision Director.

Ø Slow response of Cisco StadiumVision Director Control Panel & Management Dashboard.

Periodic Maintenance Laundry List (continued)

3. Check the SMTP Host

- Simple Mail Transfer Protocol (SMTP) hosts are used to deliver email across the Internet.
- Use the Management Dashboard to configure the SMTP Server.

Consequence of SMTP failure

In the event of SMTP failures, the Cisco StadiumVision Director server stops sending the email notification to the subscribe email address for the Daily DMP Health Report.

StadiumVision

CISCO STADIUMVISION DIRECTOR UPGRADES

Cisco StadiumVision Director Release 3.0

Overview / Playbook Objectives

This Playbook describes the tasks for Cisco customers to perform upgrades.

Playbook Topics

- Overview / Playbook Objectives
- Playbook Topics
- Customer-Driven Upgrades
  - Lab Preparation Checklist
  - Pre-Upgrade Preparation Checklist
  - Post-Upgrade Checklist

Customer-Driven Upgrades for Cisco StadiumVision Director Servers

Lab Preparation Checklist—Customers

Checkbox	Task Description
	Attend training and read available product documentation for required knowledge to perform upgrade. See the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0* guide.
	Read all other relevant documentation (patch readmes, release notes, feature docs, and so on.) For product documentation on Cisco.com go to the Cisco StadiumVision Product Series Home Page.
	Obtain correct software version from Cisco.com.

Pre-Upgrade Preparation Checklist—Customers

Checkbox	Task Description
	Ensure no event is scheduled for at least 5 days after Cisco StadiumVision Director upgrade.
	Notify Event Manager (EM) 2 weeks prior to the upgrade.
	Confirm VPN access for off-site support.
	Verify receipt of all media; verify media and keys are correct.
	Review list of all open tickets and note those expected to close.
	Review list of known product/process issues and for impact on venue.
	Perform and document a pre-upgrade system SW audit and HW assessment.
	Using the ***Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0*** guide, identified all SW product dependencies (HW, installation sequence, pre-requisites) and have planned the upgrade accordingly.
	Open a proactive case with Cisco Technical Support with the System Information for the upgrade (requires a service contract).
	Review latest patch/protocols available and latest issues with Cisco Technical Support just prior to the upgrade.

Upgrade Checklist—Customers

Checkbox	Task Description
	Conduct upgrade in accordance with the upgrade process documented in the ***Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0*** guide.
	Contact Cisco Technical Support immediately concerning all issues, error messages, problems encountered during the upgrade.
	Complete all testing/verification.
	Test all pertinent open tickets to determine impacts from upgrade.
	Perform the post-upgrade HW assessment and SW audit.

Post-Upgrade Checklist—Customers

Checkbox	Task Description
	Follow the steps to verify the successful upgrade by running a complex script, making sure proof of play reports work, checking suite phone/iPad control, checking L-Wrappers on displays, monitoring Cisco StadiumVision Director health/processor/memory/disk/load, testing failover and failback, testing backups, etc. See also the post-upgrade checklist documented in the ***Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0*** guide.
	Notify Cisco Technical Support that the upgrade was completed and whether tickets can be closed.
	Notify EM of successful upgrade.

StadiumVision

TROUBLESHOOTING & ESCALATION

Cisco StadiumVision Director
Release 3.0

Preface

This Playbook describes low-level troubleshooting procedures for Cisco StadiumVision Director , Cisco Unified Call Manager (CUCM) , Digital Media Players (DMPs), the IP Phone and Crestron.

Document Audience

The intended audience should have the basic knowledge for troubleshooting. It is expected that readers of this document are familiar with the basic operation of the DMP, Control Panel, Management Dashboard, Crestron, and CUCM. There needs to be a general understanding of the Sports & Entertainment business, and understand the objectives and operations of live events.

Troubleshooting System Resource

Owner	Issue experienced in the field
Event Day Operator (EDO)	Delay in accessing the Cisco StadiumVision Director Control Panel / Management Dashboard

Troubleshooting / Solution

- Check the CPU usage with the total of all CPU resources available on the PC or MAC laptop where the browser used to access Cisco StadiumVision Director is running.
- If the CPU is running out of resource, then close any other applications that might be heavy consumers on the laptop.
- Close the browser and reopen it again to see if performance improvements are seen in the Control Panel and Management Dashboard.

Escalation

If the issue still exists, use the System State Reports tool to obtain a Java Heap Dump report on the server. Then, restart the Cisco StadiumVision Director services. Contact Cisco Technical Support and provide the report.

Troubleshooting Scripts

Owner	Issue experienced in the field
EDO	Script is stuck in staging.

Troubleshooting / Solution

1. Be sure that the script started in Control Panel.
2. Refresh the Control Panel to confirm that the Control Panel has not lost the browser session and verify the actual progress of the staging.
3. Do not repeatedly rerun the game script.
4. If the Cisco StadiumVision Director server is configured with a DNS server, then verify that the DNS server is working.
5. If none of the above options work, use the System State Reports tool and save all log reports. Then, restart the Control service from the Text Utility Interface (TUI).

Escalation

If the restart of the Control service does not correct the problem, contact Cisco Technical Support and provide the logs.

Troubleshooting Backup Task

Owner	Issue experienced in the field
EDO	Daily Cisco StadiumVision Director backup stopped working.

Troubleshooting / Solution
1. Confirm that the Backup Schedule Task is configured in the Management Dashboard under **Tools**>**Advanced**>**Scheduled Tasks**. 2. Use the System State Reports tool and save all log reports. Then, restart the Config service using the TUI.

Escalation
If the restart of the Config service does not correct the problem, contact Cisco Technical Support and provide the logs.

Troubleshooting Cisco StadiumVision Director by Service

The following table shows the Cisco StadiumVision Director components that each service manages:

Config	Control	Monitor	Localctl	Hornetq	Liferay	CMS	Integration Broker
Auto-registration	IP Phone	Proof of Play	Local Control API	Message Bus	Custom Apps	Self-Service Content	External Content Integration
System Configuration	Script Control				Dynamic Menu Boards		
Management Dashboard					All TV Off		

Troubleshooting Video Latency

Owner	Issue experienced in the field
EDO	Video asynchronization / Cisco StadiumVision Director video delay configuration issues.

Troubleshooting / Solution

1. The problem has to do with video latency, along with sigma.ptsTimer; by default we have set video latency to be quite low, with sigma.ptsRange setting set to '3000200' and sigma.ptsTimer to 90. These Jitter Buffer values should be configured in the Management Dashboard.
2. Push the Global MIB for all the DMPs after jitter buffer value configured in Management Dashboard.
3. Start the game script.

Note : The Jitter Buffer size might differ for later Cisco StadiumVision Director releases.

Escalation

Capture the DMP MIB variable and send it to Cisco Technical Support along with Cisco StadiumVision Director version and DMP firmware version.

Troubleshooting Unexpected Content/Action on the DMP

Owner	Issue experienced in the field
EDO	Specific DMPs / group of DMPs move from Normal State without any intervention.

Troubleshooting / Solution
1. Confirm if the backup Cisco StadiumVision Director server still has its services running, which could result in some DMPs responding to that server's commands. 2. Stop the Cisco StadiumVision Director services on the backup (secondary) Cisco StadiumVision Director server.

Escalation
Capture Proof of Play, sv_dev_debug log, sv_msg_trace.log, sv_dmp_syslog and event script name and send to escalation along with Cisco StadiumVision Director and DMP firmware version.

Troubleshooting NTP for Backup and Restore Issue

Owner	Issue experienced in the field
	Manual RESTORE failed in the backup server.

Troubleshooting / Solution
1. Verify the time zone configuration on both the primary and secondary servers. Different time zones might cause the RESTORE to fail. 2. Configure the NTP server in the TUI to sync the time zone on the primary and secondary Cisco StadiumVision Director server to resolve this issue.

Escalation
Capture Proof of Play, sv_dev_debug log, sv_msg_trace.log, sv_dmp_syslog and event script name and send to escalation along with Cisco StadiumVision Director and DMP firmware version.

Troubleshooting DNS Server for RSS Feed Issues

Owner	Issue experienced in the field
	RSS feed stopped working.

Troubleshooting / Solution

1. Make sure the DNS server is configured in Cisco StadiumVision Director.
2. Use wget / ping to validate the DNS server.
3. Verify that the RSS URL feed contains XML data.
4. Use the right ticker version that comes with Cisco StadiumVision Director releases.
5. Try to get a TCPDump snapshot to see Cisco StadiumVision Director sent the RSS feed.

Escalation

Contact Cisco Technical Support with the following information:
Proof of Play reports, sv_dev_debug log, sv_msg_trace.log, sv_dmp_syslog (saved from System State Reports tool), Event script name, Cisco StadiumVision Director software version, and DMP firmware version.

Troubleshooting Critical DMPs on Dashboard

Owner	Issue experienced in the field
EDO	Showing critical DMP on the Management Dashboard.

Troubleshooting / Solution

1. Run the **getStatus** command for the critical DMPs from the Management Dashboard.
2. Verify Flash Template has been pushed. If not, push the Flash template from Control Panel. If staging fails, go to Step 3.
3. Verify for Global MIB compliance. Push the Global MIB for non-compliant DMPs and do post staging of the DMP from Step 2 to Step 1.
4. Verify for initial MIB compliance. Push the initial MIB for non-compliance DMP and do post staging of the DMP from Step 3 through Step 1.
5. Verify the latest supported Firmware has been upgraded. Upgrade the firmware from Management D ashboard and do post staging of the DMP from Step 4 through Step 1.
6. Reset the DMP from Management Dashboard and do post staging of the DMP from Step 5 through Step 1.

Note : Do not repeatedly rerun the command. Wait for the Management Dashboard to complete the job and run **getStatus** between each command.

Troubleshooting Daily DMP Health Report

Owner	Issue experienced in the field
	Email notification failed after redirecting to alternate SMTP Server due to the existing SMTP server down / under maintenance / server obsolete for various reasons.

Troubleshooting / Solution
After renaming the SMTP host name from the Management Dashboard, you must restart the Config service so that Cisco StadiumVision Director picks up the new SMTP host name.

Escalation
Capture sv_dev_debug.log using the System State Reports tool and send to Cisco Technical Support along with the Cisco StadiumVision Director version.

Troubleshooting DMP

Refer to the Troubleshooting section of the DMP design guide:
Cisco StadiumVision Director Video Endpoint (DMP) Design and Implementation Guide

Troubleshooting Missing “SV” Services on the Phone

Owner	Issue experienced in the field
	Phone lost “StadiumVision Services”

Troubleshooting / Solution

1. This could be an issue with the CUCM server being unavailable on the network. Verify the availability of the CUCM server using the Management Dashboard. You can also run **ping** to verify the server health (requires SNE TAC account.)
2. Verify that the phone is subscribed to StadiumVision Services.
3. Restart the phone to pick up the Stadium Vision Services.

Escalation

Requires low-level investigation in CUCM to verify that the phone has been properly configured. For additional information, see the Cisco StadiumVision Local Control Areas Design and Implementation Guide.

Troubleshooting Crestron

Owner	Issue experienced in the field
	No Channel Changes from Crestron.

Troubleshooting / Solution

1. Run **getStatus** from Management Dashboard to see the Flash template status on the failed DMPs.
2. Verify the Luxury Suite configuration in Control Panel to confirm that the DMP is mapped with right controller.
3. Verify that the DMP device type is set to "3rd Party" in Control Panel.
4. Check the Logical ID order in the Control Panel to confirm that there is no gap between the logical order.
5. Use sv_dev_debug log to grep traffic from Crestron controller.

Escalation

Contact Cisco Technical Support with the sv_dev_debug log of the Crestron request (from System State Reports tool), the Cisco StadiumVision Director version, and DMP firmware version.

Some Log Files and Directories for Troubleshooting

/opt/sv/servers/..../logs

control, config, monitor, localctl, etc

File name	Info captured in this log file
catalina.out	Servlet container console output.
sv_msg_trace.log	Cisco StadiumVision Director control messages to DMP.
sv_debug.log	Less detailed core Cisco StadiumVision Director processing.
sv_dev_debug.log	More detailed core Cisco StadiumVision Director processing.
sv_external.log	Cisco StadiumVision Director outbound messages to DMP, Phone, and so on.
localhost_access_log	HTTP server access log.
sv_rest_audit.log	Audit trace of user who invoked a REST call.
sv_rest_xml.log	Request/response XML message payload
sv_msg_mcast_trace.log	Multicast control messages to DMP.
sv_system.log	General Cisco StadiumVision Director logging (start / stop, system messages, and so on.)
sv_ui.log	User Interface logging

Other log files of interest:

Apache:

Logs files reside in /var/log/httpd

Log files of interest:

- access_log (http requests)
- error.log (apache errors)
- ssl_access_log (https requests)
- ssl_error.log (apache ssl related errors)

Proof of Play:

Data files can be found in /var/sv/pofp/data/

Files of interest:

- rawData.csv (raw syslog data received from DMP)

Log Files and Directories:

DMP Logs

Log Name	Path
syslog	You can query the DMP syslog from the Management Dashboard.
MIBs	DMP Admin Panel – Query String

Escalation Process

- Customers and Partner should have list of current Smart Net contract numbers for their customers.
- For Severity 1 & 2 issues contact Cisco Technical Support using telephone.

  U.S./Canada: 800-553-2447

  Numbers for other theaters:

  www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html#telephone
- For Severity 3 & 4 issues/questions contact Cisco Technical Support using online service request tool:

  www.cisco.com/cisco/web/support
- When using online tool or calling Technical Support you will need the following information:
  - Contact Number
  - Serial Number of item in question
- Ensure your Smart Net contract covers both hardware and software updates.
- Make sure you and your customer are paying attention to renewal dates – don't let your contract lapse.

Escalation Process (continued):

Severity Levels:

- S1: Network or environment down, critical impact to business – Cisco and the customer will commit the necessary resources around the clock to resolve the situation
- S2 Network or environment severely degraded - Cisco and the customer will commit full-time resources during normal business hours, or during Event, to resolve the situation

NOTE: When possible open all S1 & S2 cases through Smartnet contract owner.

Smart Net Requirements:

- Smart Net contract owner must establish profile on Cisco.com
- Where appropriate EM may wish to help customer establish profile
- Smart Net contracts list the items supported by serial number
- Every Cisco product has a unique serial number (Hardware and Software)

Profile

  - Contract #
  - Product Serial Number #
  - Product Serial Number #
  - Contract #

- Important: Your profile must have your contract number associated to enable support services
- Contracts are added via Cisco Profile Manager

StadiumVision