



# Release Notes 6.3 for Cisco Vision Dynamic Signage Director

Cisco Vision Dynamic Signage Director, Release 6.3.0-1108

Last Updated: 2021-05-27

Note: All screens and figures in this document show the Administrator role only.

Table 1 Document Revision History

Date	Revision History
Last Updated: 2021-05-27	<p>This is an update to the Release Notes 6.3.0-1108, Service Pack 3. This update includes the following:</p> <ul style="list-style-type: none"><li>■ Additional information about the frame rate synchronizing in a video wall. See <a href="#">Video Offset Control for Video Walls, page 17</a>.</li><li>■ For touchscreen displays where pinch in/pinch out was obscuring portions of the screen content, see defect CSCvx97765 in <a href="#">Resolved Defects in Release 6.3.0-1108 SP3, page 41</a>.</li><li>■ Reminder for DMP HDMI-In encoding audio issue. See <a href="#">What's New, page 2</a>.</li></ul>
Last updated: 2021-04-2021	<p>This is an update to the Release Notes 6.3.0-1108, Service Pack 3. This release uses DMP firmware version 8.2.42. The following sections of this document were updated:</p> <ul style="list-style-type: none"><li>■ <a href="#">Upgrade Paths, page 35</a></li><li>■ <a href="#">Resolved Defects in Release 6.3.0-1108 SP3, page 41</a></li></ul>
Last Updated: 2021-03-17	<p>This is an update to the Release Notes. This update clarifies how we recommend using server-sent events (SSE) with Cisco Vision Director. See an <b>IMPORTANT</b> Note in <a href="#">What's New, page 2</a>.</p>
Last Updated: 2021-02-02	<p>This is an update to the Release Notes 6.3.0-1070, Service Pack 2. This release uses DMP firmware version 8.2.42. The following sections of this document were updated:</p> <ul style="list-style-type: none"><li>■ <a href="#">Upgrade Paths, page 35</a></li><li>■ <a href="#">Resolved Defects in Release 6.3.0-1070 SP2, page 43</a></li><li>■ <a href="#">Open Defects in Release 6.3.0-1070 SP2, page 43</a></li></ul>

## What's New

**Table 1 Document Revision History**

Date	Revision History
<b>Last Updated:</b> 2020-12-18	This is an update to the Release Notes 6.3.0, Service Pack 1. It includes a hotfix that is required after upgrading to Release 6.3.0-902, SP1. See <a href="#">What's New, page 2</a> .
<b>Last Updated:</b> 2020-11-13	This is an update to the Release Notes 6.3.0, Service Pack 1. This release uses DMP firmware version 8.2.42. The following sections of this document were updated: <ul style="list-style-type: none"> <li>■ Added key information to help control video wall to <a href="#">Video Offset Control for Video Walls, page 17</a></li> <li>■ <a href="#">Firmware Configuration for all Media Players, page 37</a></li> </ul>
<b>Last Updated:</b> 2020-11-09	This is an update to the Release Notes 6.3.0. It is a Service Pack 1, Release 6.3.0-902 (SP1). This release uses DMP firmware version 8.1.69, includes security updates, other fixes, and resolves defects. The following sections of this document were updated: <ul style="list-style-type: none"> <li>■ <a href="#">What's New, page 2</a></li> <li>■ <a href="#">Video Offset Control for Video Walls, page 17</a></li> <li>■ <a href="#">Firmware Configuration for all Media Players, page 37</a></li> <li>■ <a href="#">Resolved Defects in Release 6.3.0-902 SP1, page 45</a></li> </ul>
<b>Last Updated:</b> 2020-09-18	Updated to include latest upgrade path from Release 6.2.
<b>First Published:</b> 2020-08-21	Announcing Cisco Vision Dynamic Signage Director, Release 6.3.0-684.

## What's New

**IMPORTANT:** For DMP HDMI-In encoding, be certain to start / stop display streaming when you change source devices (such as from laptop A to laptop B) to ensure the process will perform properly.

**IMPORTANT:** When upgrading from Release 6.2 SP6, you directly upgrade to Release 6.3-902 SP1. If you already run Release 6.3.0-684, upgrade to Release 6.3.0-902 (SP1). Then upgrade again to Release 6.3.0-1070 SP2 and then Release 6.3.0-1108 SP3.

**IMPORTANT:** Before upgrading to Release 6.3, verify that your virtual machine meets the minimum requirements for the current deployment. If your virtual machine does not meet the minimum requirements in the [Cisco Vision Software Installation and Upgrade Guide](#), your existing configuration may get downgraded upon installing Release 6.3.

**IMPORTANT:** After installing or upgrading to Release 6.3, verify and confirm the update and virtual machine profile of the Dynamic Signage Director configuration from TUI.

**IMPORTANT:** Release 6.3 removes the mandatory need to have an Adobe Flash-compatible browser to use Cisco Vision Director. As stated by the creator of Flash, "Adobe will stop distributing and updating Flash Player after December 31, 2020." Plan to be on Release 6.3 no later than the end of 2020 calendar year.

<https://www.adobe.com/products/flashplayer/end-of-life.html>

Also, here's a link to a field notice:

<https://www.cisco.com/c/en/us/support/docs/field-notices/720/fn72069.html>

## What's New

**IMPORTANT:** We removed the switch import capability in Release 6.3 because the switches that Cisco Vision Director supported in the past no longer work when security updates were applied on their firmware. We are exploring similar functionality for newer switches / firmware in a future release.

**IMPORTANT:** We use Server-Sent Events (SSE) for communication from server to clients. Server-sent events has connection limitations based on browser implementation. Due to this limitation of SSE, it is not recommended to run our application in more than a single tab.

In the documentation for Cisco Vision Dynamic Signage Director, we changed the terms “master” to “lead, leader, source or primary,” the term “slave” to “secondary, replica, or follower,” the term “whitelist” to “allowlist,” and the term “blacklist” to “blocklist.” There are currently no changes to the product’s syntax, so these terms are still present in the documentation where the current code requires their use. Where an industry standard exists, such as IEEE terminology, we cannot alter the term until the standards change.

We resolved various defects in this release. For the latest fixes, see [Resolved Defects in Release 6.3.0-1108 SP3, page 41](#).

Here’s a quick list of the newest features now available in Release 6.3:

- Turn TVs Off—all accessible in HTML for Administrators and Facility Operators ([Turn TVs Off, page 4](#)).
- Dynamic Menu Boards—now accessible in HTML and all existing content loads to the Asset **Library** ([Dynamic Menu Boards, page 6](#)).
- Manage Software—three new tabs are now available: **DMP Firmware** ([DMP Firmware Image Files, page 7](#)) allowing you to upload the latest DMP firmware available for your devices, **Licensing** ([Smart Licensing For Cisco Vision Director, page 8](#)), allowing you to better manage your software license information and status, and **System Backups** ([Generate or Restore a System Backup, page 29](#)).
- **Management Dashboard** functionality is split ([Management Dashboard—Redesigned for HTML, page 9](#)) into a new global navigation icon: **System Status** ([System Status—New Global Navigation Icon, page 10](#)), for the server and DMP health and status information and Services conditions; the DMP control and commands portion moved to the

**Device Management** interface ([Use Device Management for DMP and TV Controls, page 11](#)); and controlling the settings of Cisco Vision Director moved to a **new** interface called **System Configuration** ([New System Configuration Options, page 13](#)) under the **Configuration** interface (introduced in Release 6.2).

- Configurable Video Layer Ordering—a new display specification parameter allows you to put graphics in between two video layers ([Video Layer Ordering, page 14](#)).
- All DMP models now support and require firmware 8.2.42. See [New DMP Firmware Support, page 15](#).
- Cisco Vision Director server deployments now include mini, small, standard, and large configurations.

**Note:** Before you perform an upgrade to Release 6.3, review your server configuration, requirements, and limitations. See [Cisco Vision Director Server Deployment Options, page 15](#).

- Channel No Change—The external URL channel no longer reloads on state change when the region content is designated as Channel No Change. See [External URL-Based Channel Display Improvement, page 16](#).
- Randomize playlist items ordering. See [Randomize Playlist Content Ordering, page 16](#).
- [Video Offset Control for Video Walls, page 17](#).
- [CV-UHD2 DMP Support HDR/Dolby Vision Content, page 22](#).
- Enhanced Device Management to include much more granularity during Search/Find functions. Moved lots of functionality from Management Dashboard to here, in the **Filter** box, depending on your choices in drop-downs. See [Use Device Management for DMP and TV Controls, page 11](#) and [Device Management Enhancements, page 26](#). We moved Status, Settings, Display Actions, Console, and Compliance, each with their own set of tabs showing you various statuses of the devices, to this interface.
- [Security Enhancements for Local Control API, page 29](#).
- [Idle Timeout, page 29](#).

## New Cisco Vision Solution Documentation Resources

In May 2020, we added two, new Cisco Vision Solution support documents:

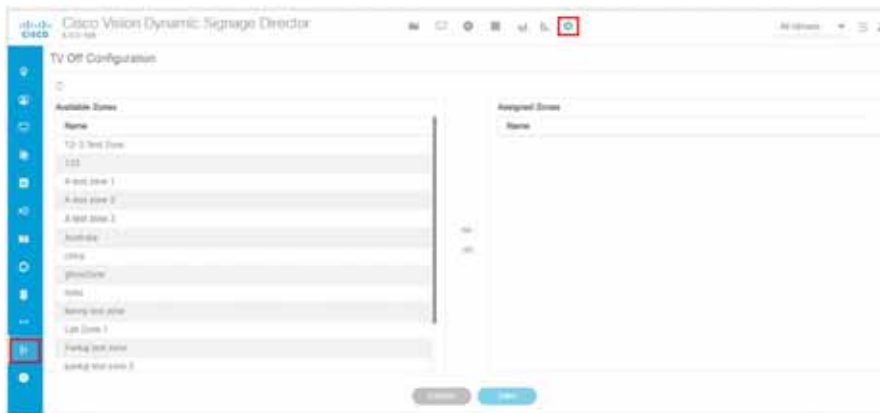
- [Cisco Vision Network, Server, and Video Headend Requirements Guide](#) to help you with your wired system infrastructure set up and hardware solution requirements.
- [Cisco Vision Product Deployment Requirements](#) to help with your installation and deployment requirements.

## Turn TVs Off

This release introduces a new UI navigation to power off the TVs: click **Configuration > TV Off Configuration**, a new icon in the left control banner ([Figure 1 on page 5](#)). Now the Administrator can control the TVs, after authenticating with the same **More > Turn TVs Off** drop down as before ([Figure 3 on page 5](#)).

## Turn TVs Off

**Figure 1 TV Off Configuration Interface**



The flow and function is the same as before: select an **Available Zone** from the list on the left panel and use the direction icons in the center to move the zones to the **Assigned Zones** list. You can multi-select with the **Control** and **Shift** keys.

For Facility Operators, click **Configuration > TV Off Configuration** and a simplified screen appears (Figure 2 on page 5).

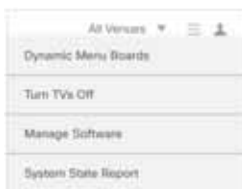
**Figure 2 Facility Operator TV Off Screen**



**To run the command to turn TVs off:**

Click **More > Turn TVs Off** (Figure 3 on page 5).

**Figure 3 More Drop-down Menu**



A confirmation dialog box (Figure 4 on page 5) appears.

**Figure 4 Confirmation to Turn TVs Off**



## Dynamic Menu Boards

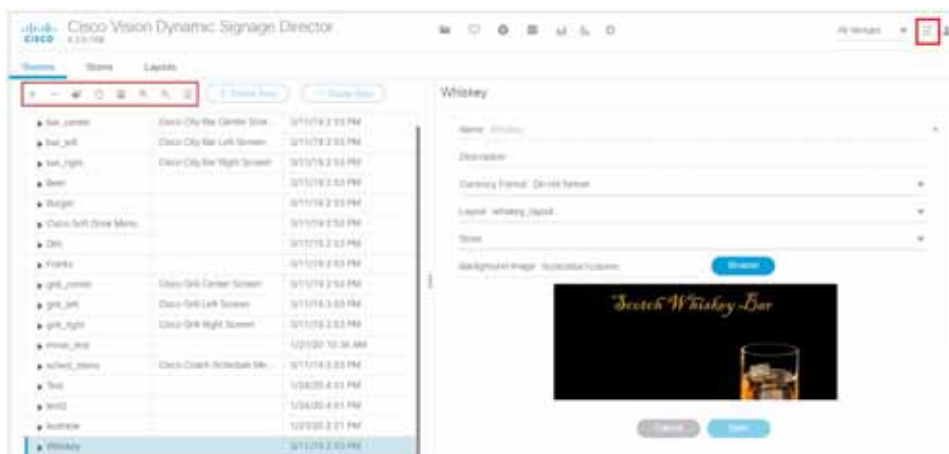
Daily health status report emails are still sent to the recipient as before.

## Dynamic Menu Boards

We integrated the Dynamic Menu Board interface into Cisco Vision Director HTML user interface. Access to the interface is the same, through the **More** drop-down (Figure 3 on page 5). The Dynamic Menu Board screen appears (Figure 5 on page 6).

On full install, there will be no layouts, stores, or themes. On upgrade, all your content from Image Gallery is available in the Asset **Library** in a **Dynamic Menu Board** top-level folder (Figure 6 on page 6). Content with identical names may have a sequence number appended to it.

**Figure 5** DynamicMenuBoard Folder in Asset Library



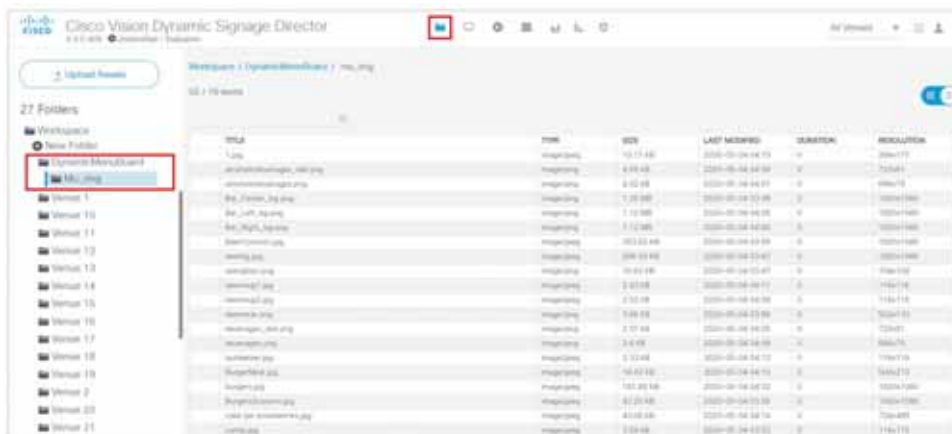
### Notes:

- Administrators can see all content, in every folder.
- Concessionaire role can no longer upload menu board image content. They only have access to content that has been granted to them from the Administrator. Concessionaires focus on menus (items and prices).
- Menu backgrounds and menu images come from Asset **Library**.
- You can only use still images (.png and .jpg)—no change in functionality.

You create menu boards with widgets with data integration to themes or stores.

**Figure 6** Dynamic Menu Board Interface

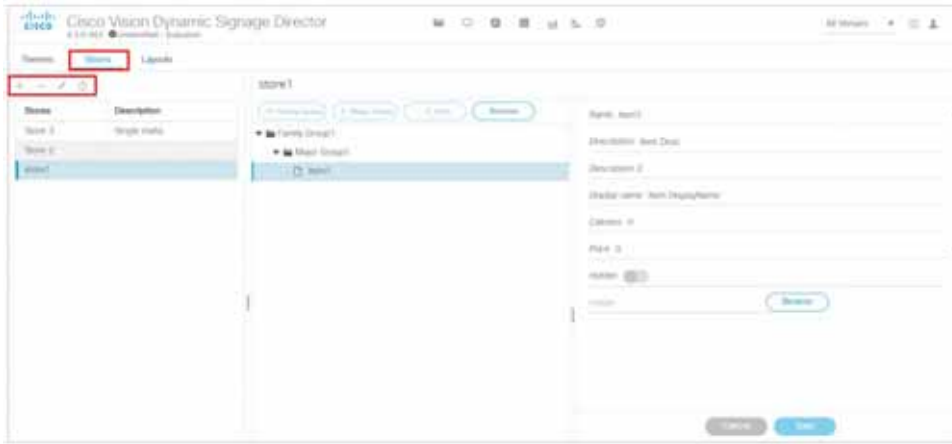
DMP Firmware Image Files



- To import an image:**
1. Click the **Browse** icon in the right panel.
  2. Choose a file, click **Import/Open**.

- To import an image into a Family, Group or Item:**
1. Click the **Browse** icon on the right panel (Figure 7 on page 7).
  2. Choose a file, click **Import/Open**.

Figure 7 Importing an Image to a Family, Group or Item



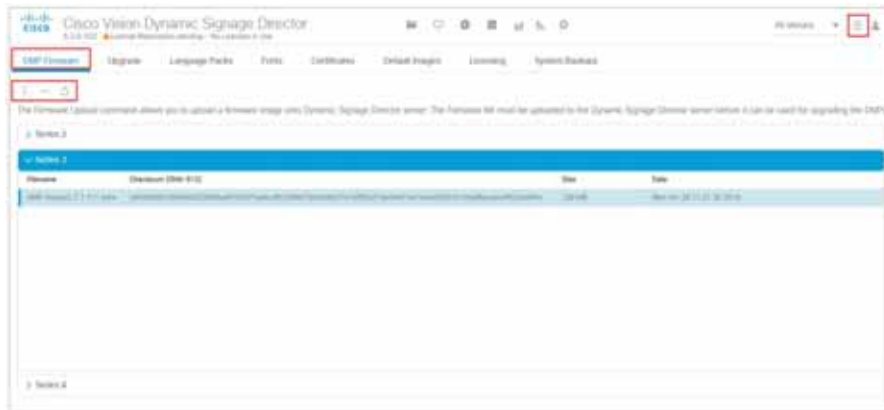
For complete details on how to use the new Dynamic Menu Board interface, see [Cisco Vision Director Dynamic Menu Board and Store Configuration Guide](#).

DMP Firmware Image Files

We consolidated where all the image files are uploaded into the **Manage Software** interface. Now, there is a DMP Firmware tab (Figure 8 on page 7).

Figure 8 Upload a DMP Firmware to Cisco Vision Director

## Smart Licensing For Cisco Vision Director



Use the action icons to **Upload** an image to Cisco Vision Director, **Delete** an image and **Refresh** the selected series. The screen loads on demand, starting with the Series 2 DMPs.

Once you click the **Upload** icon, select the file from the Open pop-up dialog, you see an Uploading file progress bar with your file name. Click **OK**. Likewise, when you select a DMP image and click **Delete**, a confirmation pop-up appears. Click **Delete**.

#### To select the firmware to use:

Click **Configuration > System Configuration > Auto Registration Settings**.

## Smart Licensing For Cisco Vision Director

Cisco Smart Software Licensing is a simplified and standardized process for managing licenses for Cisco products in the cloud. Smart Software Licensing provides complete visibility into license ownership and consumption. It renders a unified experience across all product lines. Using Smart Software Licensing, Cisco products / software can automatically self-register upon configuration, making it easier to manage your software subscriptions. New users will automatically create the association between their purchases and their account at the time of subscription purchase. Our valued customers will have a 90-day grace period, allowing you to evaluate the Smart Software Licensing system and add additional products. At the end of the 90-day trial period, you must purchase a license for each product in your deployment.

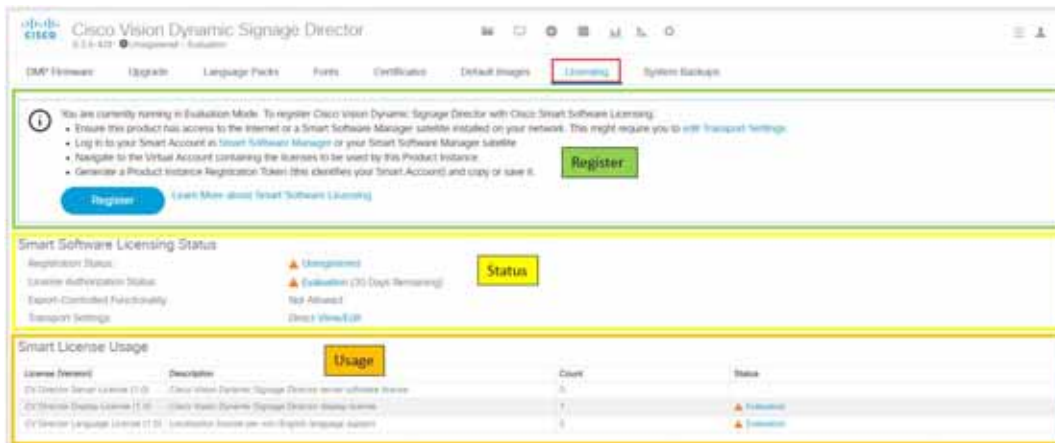
Release 6.3 now supports Smart Accounts to hold Smart Software Licenses for Cisco Vision Director installations, the DMP licenses, and the language packs. To register a software license, you use your Smart Account. Once you establish a Smart Account, you can begin to link your Cisco Vision Director licenses with our Smart Software Licensing interface. Access Smart Licensing on Cisco Vision Director, through the **Manage Software** interface.



As an Administrator, click the **Licensing** tab (Figure 9 on page 9). The main screen is broken into three portions: the Registration area, the Licensing Status area and the License Usage area at the bottom.

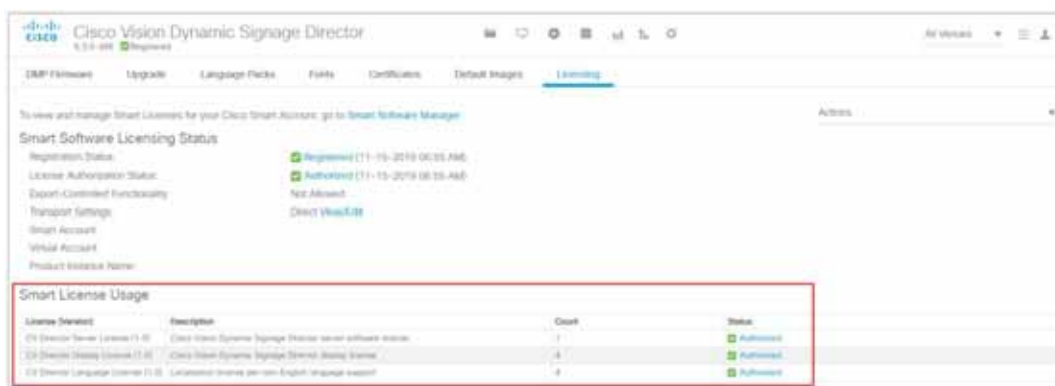


**Figure 9 Accessing the Smart Licensing Interface in Cisco Vision Director**



Ultimately, you want to achieve full compliance with all your Cisco Vision Director licenses (Figure 10 on page 9).

**Figure 10 Smart Software License Compliance**



New customers will associate their Cisco Vision Director purchases with Smart Software Licenses associated at the time of purchase. For complete instructions on how to register and reserve a smart software license, see the [Software Installation and Upgrade Guide](#).

**Note:** Existing customers with legacy licensing can contact [askciscovision@cisco.com](mailto:askciscovision@cisco.com) for conversion assistance.

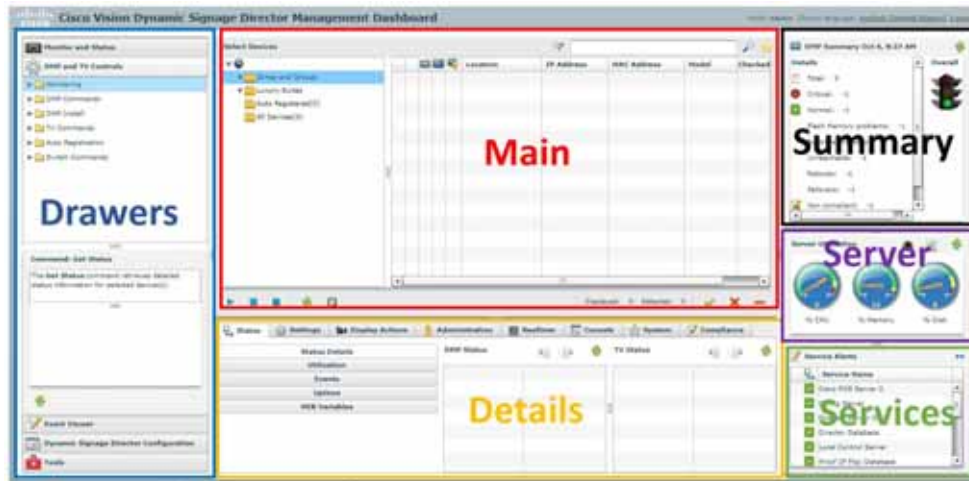
## Management Dashboard—Redesigned for HTML

This release continues the UI updating and includes a significant change of **Management Dashboard** to HTML. Here is a quick reference on how to access some of the main functionality.

**Table 2 Management Dashboard Functionality Access in Release 6.3**

Management Dashboard Functionality	New Access (Location)
Server and DMP Statuses	Click new global navigation icon <b>System Status</b>
DMP and TV Control	<b>Device Management</b>
Management Dashboard Settings and Functionality	<b>Configuration &gt; System Configuration</b>

## Management Dashboard—Redesigned for HTML



By redesigning Management Dashboard, we made more enhancements to **Device Management, Configuration** and added a new global navigation icon: **System Status**. The following lists where the Management Dashboard redesign impacts the UI:

- [System Status—New Global Navigation Icon, page 10](#)
- [Use Device Management for DMP and TV Controls, page 11](#)
- [New System Configuration Options, page 13](#)

## System Status—New Global Navigation Icon

We added a new global navigation icon in the center for **System Status**. This interface has two icons in the left banner:

- Overview
- Monitor and Status

**Overview** shows server and DMP health and status information ([Figure 11 on page 10](#)), similar to the functionality from the Dashboard, **Summary** and **Server** zone information.

**Figure 11 Server Utilization and DMP Summary**



The old Dashboard **Monitored Services** and **Service Alerts** ([Figure 12 on page 10](#)) moved to **Monitor and Status Services** ([Figure 13 on page 11](#)) under the new **System Status** icon.

**Figure 12 Old Dashboard Monitored Services and Service Alerts**

Management Dashboard—Redesigned for HTML

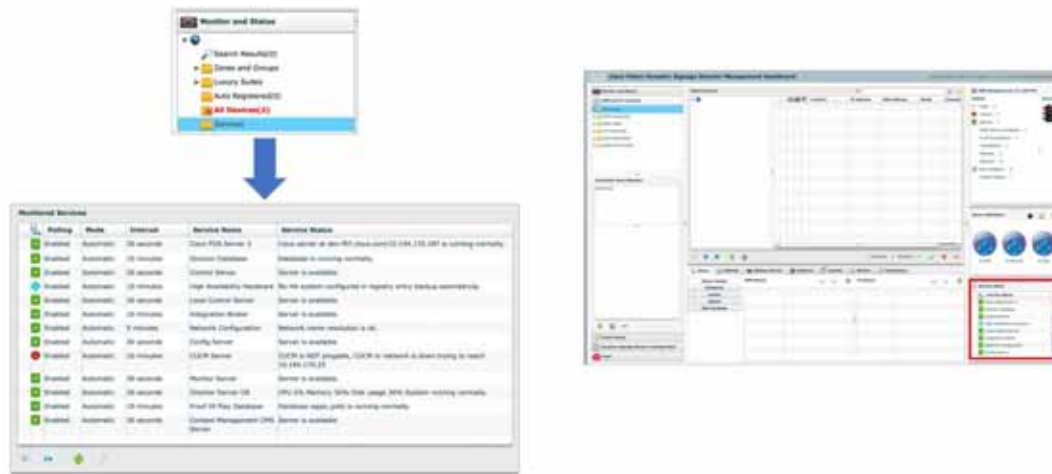


Figure 13 Monitor and Status Services



For complete information on how to use these new interfaces, see the [Cisco Vision Operations Guide Dynamic Signage Director, Release 6.3](#).

## Use Device Management for DMP and TV Controls

We moved DMP and TV Control from **Management Dashboard** to **Device Management**. We added two key enhancements in the functionality: 1) filtering and searching of DMPs and 2) sending of commands to those DMPs. The left red box near Get Status ([Figure 14 on page 12](#)) is a drop down with all the commands contained within it ([Figure 15 on page 12](#)). By choosing DMP(s), a command, then clicking **Play**, commands are sent to the corresponding DMP(s). This closely follows the previous commands and workflow. The **Command Status** icon to the right of the **Play** icon is

## Management Dashboard—Redesigned for HTML

new functionality that gives individual command status and allows per command canceling.

**Figure 14 New Device Management Functions**



**Figure 15 Device Management Commands**



To search and build sets of DMPs to act on (other than already having them ordered by Zones and Groups as before), the right red box above has a **Search** glass and a **Pin** icon. Search devices free-form as before or use the new filtered searches by sliding the toggle in the pop-up (Figure 16 on page 13). Searching will build a set of matches that then can be acted upon using the **Get Status** pull-down arrow. To build a set from multiple searches of DMPs, use the **Pin** icon to add matches to the view and allow individual choosing. Use the check boxes to select a device, adding it to the set.

The new functionality is further explained in [Release 6.3: Cisco Vision Dynamic Signage Director Operations Guide](#).

**Figure 16 Find / Search Devices**



## New System Configuration Options

The **Configuration** interface has two new icons on the left banner. Roll over the left blue banner to see the following *new* menu options:

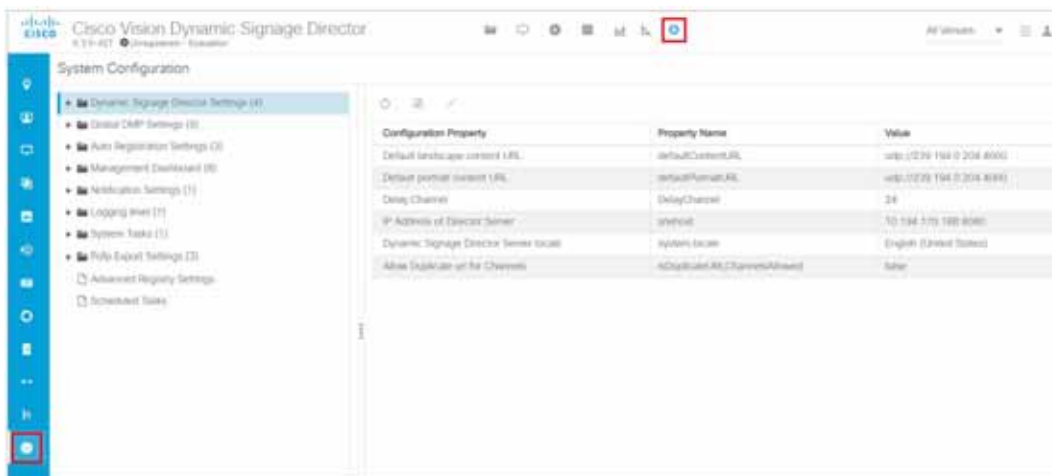
- **TV Off Configuration**— Allows you to quickly assign devices into zones. See [Turn TVs Off, page 4](#).
- **System Configuration**—Shows much of the Management Dashboard settings functionality.

The old Dashboard Dynamic Signage Director Configuration drawer ([Figure 17 on page 13](#)) is now available from **System Configuration** ([Figure 18 on page 13](#)).

**Figure 17 Dashboard Dynamic Signage Director Configuration Drawer**



**Figure 18 Configuration > System Configuration**



## Video Layer Ordering

Expand all the folders to see full details of each. Select a row in the **System Configuration** panel and the center panel refreshes. Select a **Configuration Property** in the center list and the action icons are enabled to **Edit**, **Show/Hide details**, or **Refresh** the list. Use the **Edit Configuration** pop-up box to **Save** new settings.

Set parameters for default channel, registry items, and DMP image files in a new **System Configuration**. These settable parameters came from the **Dynamic Signage Director Settings** drawer of the **Management Dashboard**.

**Note:** Data Integration deployment (from the previous version of **Management Dashboard > Advanced** tab) is now available in the **Data Integration** icon in the left banner. This change better associates the action with the configuration.

For details about all these new screens and how to use them, see [Release 6.3: Cisco Vision Dynamic Signage Director Operations Guide](#) and the [Release 6.3: Cisco Vision Dynamic Signage Director Administration Guide](#).

## Video Layer Ordering

In prior releases, video was fixed below graphics and external URLs and always on the bottom layer. By using transparency and sizing, content could be mixed on screen over or along each other, but video could not be overlaid, no matter what was defined in the template. Release 6.3 introduces a new **Display Specification Parameter** called `dmp.layerOrderMode` that allows graphics to be sandwiched between two video layers ([Figure 19 on page 14](#)). There are three settings for `dmp.layerOrderMode`. By using this new display parameter, you can achieve the following:

- VideoOnBottom (same as existing behavior)
- VideoOnTop
- GraphicsInMiddle

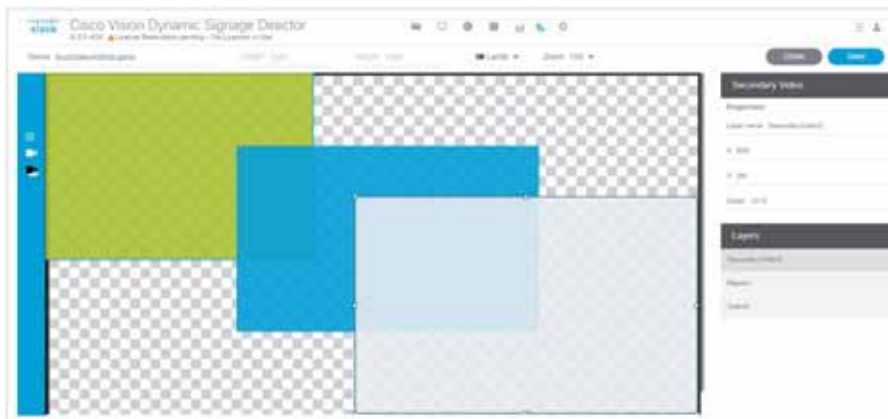
In this example, make sure the template used in the script ([Figure 20 on page 14](#)) has the regions layered properly (Video/non-Video/Video) and set the **Display Parameter** to `GraphicsInMiddle`. You must reboot the DMP to act on the new display specification parameter. By entering “VideoOnTop” video then would always overlay graphics and “VideoOnBottom” is the legacy behavior.

**Figure 19 Video Layer Ordering Ability**



**Figure 20 Graphics in the Middle Example in Designer**

New DMP Firmware Support



To set this: Click **Configuration > Devices > Display Specifications > Display Parameters**.

**IMPORTANT:** The Display Specification settings and the Template setting orders need to match.

For complete details on using this new feature, see [Release 6.3: Cisco Vision Dynamic Signage Director Operations Guide](#).

## New DMP Firmware Support

### WHAT IS IT

Release 6.3 SP3 use firmware, 8.2.42. **All** the supported DMPs use this new firmware. Firmware 8.2.42 uses Chromium 69.

### WHY USE IT

This is the latest verified and tested DMP firmware release for Cisco Vision Director 6.3.

### WHERE TO CONFIGURE IT

See [Firmware Configuration for all Media Players](#), page 37.

## Cisco Vision Director Server Deployment Options

We added two more options for Cisco Vision Director server deployment—the Mini Deployment and the Large Deployment. Use TUI to verify server is within these specifications. Choose **Cisco Vision Server Administration > Setup Server Profile**. See [Release 6.3: Cisco Vision Dynamic Signage Director Administration Guide](#) for full details. Here are the limitations at a glance.

**Table 3 Cisco Vision Director Server Deployments Available**

Configuration	RAM	CPU Clock Speed	vCPU Count
Mini	8 GB	1.9 GHz	6
Small	8 GB	2.5 GHz	6
Standard	32 GB	2.5 GHz	24
Large	60 GB	3.6 GHz	32

The Mini and Small differ in clock speed. During a full installation, the installer will detect and select a server size, based

## External URL-Based Channel Display Improvement

on resources available to the VM: RAM, CPU clock speed, and vCPU count. We increased the number of groups, zones, and running scripts for a standard server profile.

**IMPORTANT:**

- Before upgrading to Release 6.3, verify that your virtual machine meets the minimum requirements for the current deployment. If your virtual machine does not meet the minimum requirements in [Cisco Vision Software Installation and Upgrade Guide](#), your existing configuration may get downgraded upon installing Release 6.3.
- After installing or upgrading to Release 6.3, verify and confirm the update and virtual machine profile of the Dynamic Signage Director configuration from TUI.

## External URL-Based Channel Display Improvement

Channel No Change is a script state action. In prior releases, this command applies only to video channels, and is provided so that a state action will not need to re-tune to the streamed video channel. For URL channels, the Channel No Change will reload the page. This improvement makes URL channels on par with video channels.

For example, the Channel No Change option for multicast video allows a second layer of content to be overlaid and yet continue to play the multicast video in the background, so when the overlying content is dismissed, the video reappears without interruption.

This URL channel can be unloaded if either (or both) the primary and secondary video players are set.

If the current state is playing a URL channel, when you switch to the next state containing Channel No Change, the URL channel is not loaded again. It retains the dimensions. If the next state puts the URL channel in a different sized region, based on the template and content, the channel reloads as per the defined dimensions.

**To set Channel No Change:**

1. In the Edit Actions box, click on the region of the template you want to assign.
2. Click the **Channels** tab.
3. Select **Channel No Change** to that region.
4. Click **OK**.

**Figure 21** Assign Channel No Change to a Region of your Template



## Randomize Playlist Content Ordering

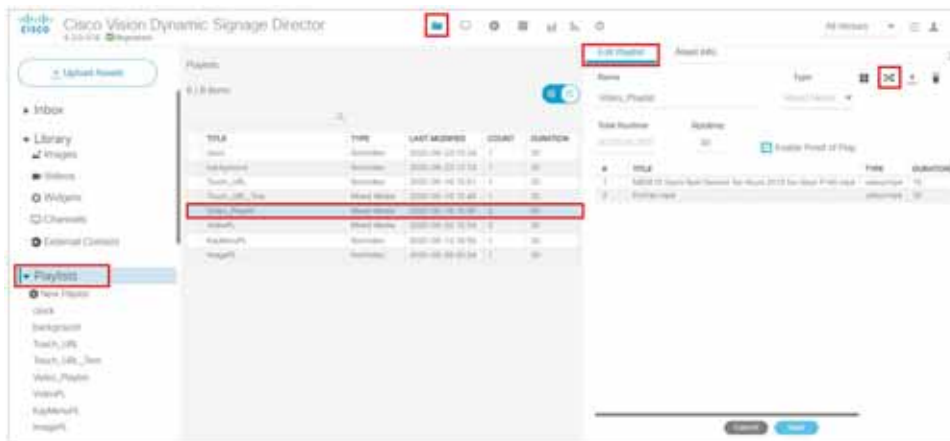
New in Release 6.3 is the ability to create a “random” playlist of your content.



## Video Offset Control for Video Walls

**To create a “shuffled” playlist:**

1. Click **Library**, click **Playlist**.
2. Click List view.
3. In the Playlist Items list, select **Randomize** icon (Figure 22 on page 17). Your content order changes. The playlist will be in the random order shown.

**Figure 22 Random Playout of Content in a Playlist**

## Video Offset Control for Video Walls

**WHAT IS IT**

Improvements to your snappy video wall creations using video file contents.

**WHY USE IT**

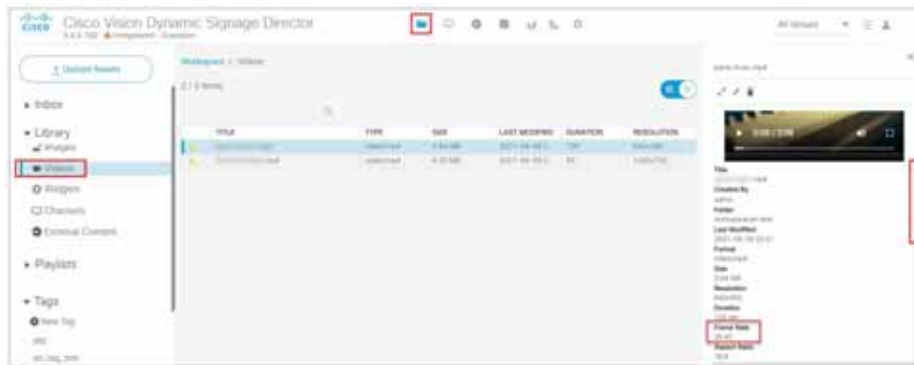
These improvements compensate for the TV painting/scanning process and may be useful for fast-moving video.

**IMPORTANT:** For the best display output on your video wall, the settings for the frame rates must match on all of the following:

- the video stream sources deployed on the video wall
- the DMPs that are part of the video wall
- the displays that are part of the video wall

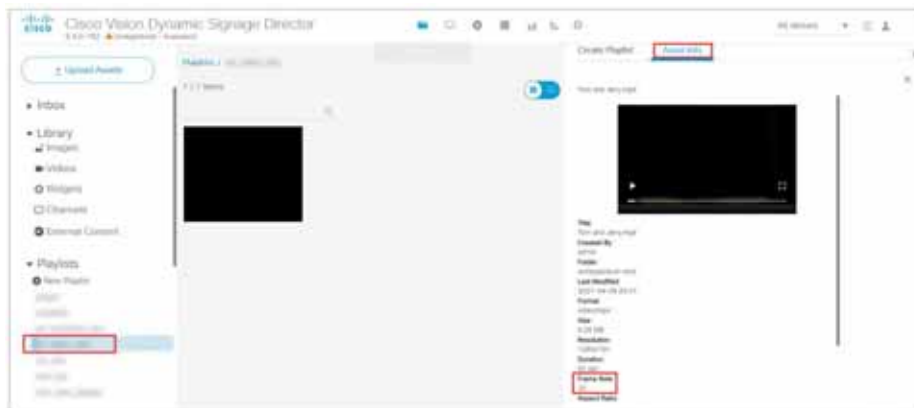
**To verify frame rate of video stream sources:**

1. Click **Library > Videos**.
2. Select a video file from the list. The Details panel appears.
3. Find the frame rate in the video details (Figure 23 on page 18).

**Figure 23 Video Stream Frame Rate**

**For video stream sources in Cisco Vision Director Playlists:**

1. Click **Library** > expand **Playlists**.
2. Select a Playlist and highlight video stream source from the playlist.
3. Click + **New Playlist** to open the detail panel on the right.
4. Click **Asset Info** tab. Scroll to **Frame Rate** (Figure 24 on page 18).

**Figure 24 Finding Frame Rate of a Video in a Playlist**

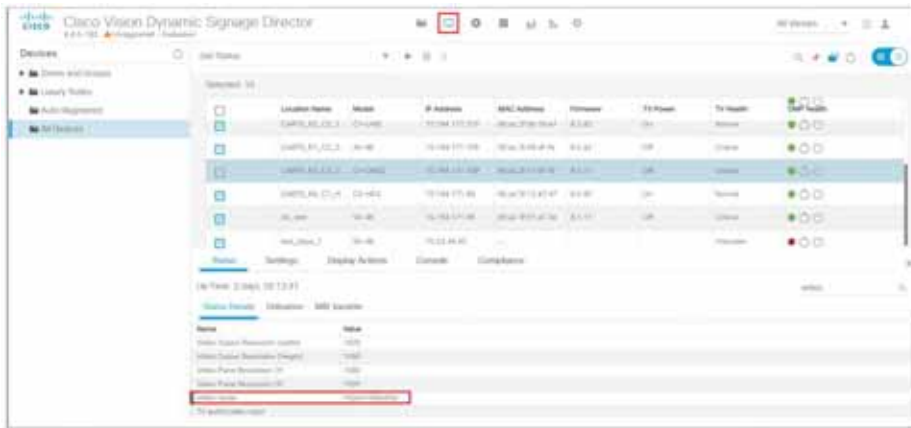
For video stream sources outside of Cisco Vision Director, such as third-party encoders, review the operator's manual for verifying video stream source frame rate settings.

**To configure DMP frame rate:**

- For the DMPs, override the negotiated signal resolution by configuring a requested signal resolution in Cisco Vision Director. Click **Configuration** > **Devices**. See the *Operations Guide*, section [Configuring Resolution in Display Specifications](#).
- To verify the configured video mode matches the video stream source frame rate in Cisco Vision Director, click **Device Management** > select the DMP > **Status** tab > **Status Details** tab. Search for **Video mode** (Figure 25 on page 19).

Video Offset Control for Video Walls

Figure 25 DMP Frame Rate



**To configure display frame rate settings:**

Check the owner’s manual of your display for how to set the display frame rate.

**WHERE TO CONFIGURE IT**

1. Go to **Configuration > Groups & Zones**.
2. Click **Group <->Zone**.
3. Click **+ Add** or **Edit**. The dialog box appears (Figure 26 on page 20).

**Figure 26** New Group or Edit Group Dialog Boxes

4. Calculate the **Video Offset** value.

The general formula is:

$$(\text{row} - 1) \times (1/\text{fps}) \times 1000 = n \text{ milliseconds}$$

**2X2 Video Wall**

- Total wall resolution: 3840 X 2160
- Each TV videomode: 1920 X 1080 X 60p
- Row 1: delay 0 ms
- Row 2: delay = 17 ms

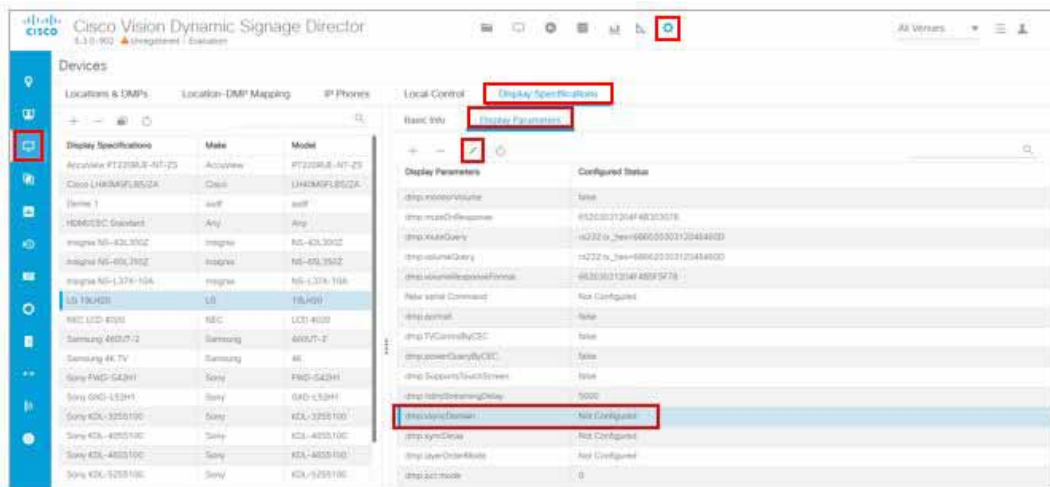
**Setting dmp.vsyncDomain Key**

Set the key **dmp.vsyncDomain** for all the DMPs in the video wall with the same value (Figure 27 on page 21).

**To set the values for the DMPs:**

1. Click **Configuration > Devices > Display Specifications > Display Parameters**.
2. Select the device from the left panel and scroll to **dmp.vsyncDomain**. Select it.
3. Click **Edit** and the Edit Configuration Setting dialog box appears. Type in the value.
4. Click **Save**. Repeat for every device in the video wall using the exact same value.

**Figure 27 Set Value for dmp.vsyncDomain Key for DMPs in Video Wall**



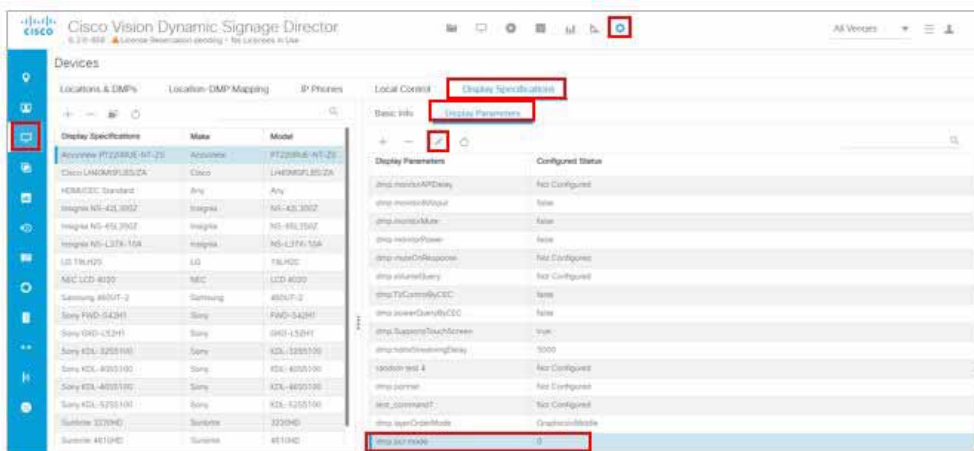
### Setting dmp.pcr.mode Key

Set the key **dmp.pcr.mode** for all the DMPs in the video wall with the same value (Figure 28 on page 21).

**To set the values for the DMPs:**

1. Click **Configuration > Devices > Display Specifications > Display Parameters**.
2. Select the device from the left panel and scroll to **dmp.pcr.mode**. Select it.
3. Click **Edit** and the Edit Configuration Setting dialog box appears. Change the value to 1.
4. Click **Save**. Repeat for every device in the video wall.

**Figure 28 Set Value for dmp.pcr.mode Key for DMPs in the Video Wall**



## CV-UHD2 DMP Support HDR/Dolby Vision Content

### WHAT IS IT

The CV-UHD2 DMPs can play dual 4K video decoders, Dolby Vision, high dynamic range (HDR10) content. HDR-capable DMPs will automatically detect HDR content.

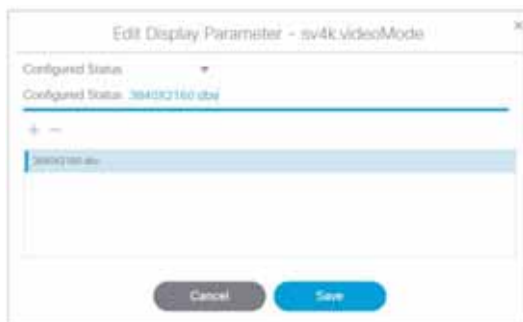
### WHY USE IT

To enable Dolby Vision playback on the Series 4 DMPs.

### WHERE TO CONFIGURE IT

Click **Configuration > Devices > Display Specifications > Display Parameters**. To set the device to use Dolby Vision, append :dbv to the video mode setting ([Figure 29 on page 22](#)).

**Figure 29** Edit Display Parameter for Dolby Vision



### Notes:

- When using Dolby Vision enabled content, only one video decoder is available.
- There is no warning in Script Validation when using Dolby Vision content
- Playing HDR video on a non-HDR-capable DMP or display will have color distortion.

## Key Considerations for This Release

**TIP:** Use the TUI to upgrade the Cisco Vision Director Release 6.3 software. See [Release 6.3: Cisco Vision Dynamic Signage Director System Administration Guide](#). This reduces the possibility of interruption during the upgrade process. See [Upgrade Paths, page 35](#).

### IMPORTANT NOTES:

1. Backup your data before upgrading.
2. For all upgrades, reboot Cisco Vision Director after you perform the upgrade.
3. **Running Backup:**

You can only **restore a backup from the same version**. In other words: make a backup of your existing release data, **before** you upgrade to 6.3. Then, if something goes wrong during the upgrade, you can revert to the Release 6.2.0-1113 (SP6) version and restore the 6.2.0-1113 backup.

4. **Running a Restore:**

Run a restore using TUI. Do not close your browser or refresh the browser session when performing a backup restore. If you do, you cannot tell when the restore process completes. Look at the Log drop-down to see when the restore process completes successfully.

## System Requirements

- Language packs are release-specific. You can install available language packs for Release 6.3, after you have installed or upgraded to Release 6.3 and when the language pack is available. The language packs are compatible with the Service Pack releases.

The upgrade images are available on Cisco.com here:

<https://software.cisco.com/download/home/283489263/type/283866237/release>

## System Requirements

### Operating System and Browser Support

Table 4 on page 23 describes the browser software versions that have been tested with Cisco Vision Dynamic Signage Director Release 6.3, with the corresponding Flash player support.

**Table 4 Tested Browser Software**

PC or Laptop OS	Browser Version <sup>1</sup>
Apple MAC OS Mojave (10.15.5)	Google Chrome Version 84.0.4147.125
	Mozilla FireFox Version 79.0
Microsoft Windows 10 (Version 1803)	Google Chrome Version 84.0.4147.135
	Mozilla FireFox Version 79.0

- Other than what is listed in this table, no additional browser software is tested (for example, not Apple Safari or Microsoft Edge). However, other untested browser software might work.

### Cisco Unified Communications Support

Cisco Vision Dynamic Signage Director supports the Cisco Unified IP Phone 7975G and 9971 models.

#### Cisco Unified IP Phone 7975G

Table 5 on page 23 lists the combinations of Cisco Unified Communications Manager (CUCM) and firmware for the Cisco Unified IP Phone 7975G that were tested for compatibility with Cisco Vision Dynamic Signage Director Release 6.3.

**Table 5 Tested Cisco Unified Communications Compatibility for the IP Phone 7975G**

CUCM Version	Cisco Unified IP Phone Firmware
12.0.1.21900-7	SCCP75.9-4-2SR3-1S
12.5.1.11900-146	SCCP75.9-4-2SR3-1S

#### Cisco Unified IP Phone 9971

Table 6 on page 24 lists the combinations of Cisco Unified Communications Manager (CUCM) and firmware for the Cisco

## Feature Summary by Media Player Model

Unified IP Phone 9971 that were tested for compatibility with Cisco Vision Dynamic Signage Director Release 6.3.

**Table 6 Tested Cisco Unified Communications Compatibility for the IP Phone 9971**

CUCM Version	Cisco Unified IP Phone Firmware
12.0.1.21900-7	sip9971.9-4-2SR2-2
12.5.1.11900-146	sip9971.9-4-2SR4-1

**Note:** Avoid trying to use any major version other than 12.0 or 12.5.

## Feature Summary by Media Player Model

The following table identifies a subset of features that are supported only by certain DMP models in Cisco Vision Dynamic Signage Director.

**Table 7 DMP-Specific Feature Map**

Feature	Series 2 DMP-2K & SV-4K		Series 3 CV-HD & CV-UHD		Series 4 CV-HD2 & CV-UHD2	
	No	Yes	No	Yes	Yes	Yes
UHD Local Video	<b>No</b>	Yes	<b>No</b>	Yes	<b>Yes</b>	Yes
Dual Video <sup>1</sup> with Luma Key (applied to secondary HD video region over an HD or UHD video in the primary region)	<b>Yes</b>	Yes	<b>No</b>	Yes	<b>No</b>	Yes
HDMI-In as a Channel Source <sup>2</sup>	<b>No</b>	Yes	<b>No</b>	Yes	<b>No</b>	Yes
Luma key support for second video region	<b>Yes</b>	Yes	<b>NA</b>	Yes	<b>NA</b>	Yes
Video Streamed to a Local HDMI-In Channel (HDMI-In Pass-Through) <sup>3</sup>	<b>No</b>	Yes	<b>No</b>	Yes	<b>No</b>	Yes
WiFi support	<b>No</b>	Yes	<b>No</b>	(Optional) <sup>4</sup>	<b>No</b>	No
HDR/HDR10 support					(Optional) <sup>5</sup>	(Optional) <sup>6</sup>
Dolby Vision support <sup>7</sup>					No	<b>Yes</b>

1. Dual UHD resolution video regions is not supported.

2. Enhanced in Release 6.0 to add a default HDMI-In Channel 0.

3. For HDCP-compliant devices and content.

4. The CV-UHD WiFi model supports WiFi.

5. Possible to playback a single zone HDR video with no other onscreen graphics or video.

6. Portrait mode is not supported when using HDR/HDR10 and Dolby Vision content.

7. For Dolby Vision playback, you must append the sv4k.videoMode display parameter with :dbv.

**Note:** The DMPs all support HD/SD content but do not all support UHD resolution video streaming.

The following table identifies the globally-supported features for all media players in the release.



## Feature Summary by Media Player Model

**Table 8 Globally Supported Features for DMPs**

Feature	Series 2	Series 3	Series 4
2.1 AC3/AC3+ (Dolby Digital audio decode)	Yes	No	No
5.1 Dolby plus/AC3	No	Yes	Yes
Auto-Registration	Yes	Yes	Yes
Bulk Administration Tool (BAT)	Yes	Yes	Yes
Closed Caption	Yes	Yes	Yes
Command Center Monitoring	Yes	Yes	Yes
Content Replacement	Yes	Yes	Yes
Content Synchronization (between same media player models only)	Yes	Yes	Yes
Custom Fonts (through Software Manager)	Yes	Yes	Yes
Displaying Encrypted Video	Yes	Yes	Yes
External Content Integration	Yes	Yes	Yes
Event Script Scheduler	Yes	Yes	Yes
HDMI Encoding <sup>1</sup>	SV-4K only	CV-UHD only	CV-UHD2 only
HTML Pages as a Channel (from external URL) <sup>3</sup>	Yes	Yes	Yes
HTTP Live Streaming (HLS) Video as a Channel (from external URL) <sup>3</sup>	Yes	Yes	Yes
Group/Zone Configuration	Yes	Yes	Yes
Management Dashboard Commands	Yes	Yes	Yes
Management Dashboard Firmware Configuration	Yes	Yes	Yes
Management Dashboard Model Filtering	Yes	Yes	Yes
Management Dashboard Monitoring	Yes	Yes	Yes
Multicast Video Scaling	Yes	Yes	Yes
Network Time Protocol (NTP) configuration	Yes	Yes	Yes
Point of Sale (POS) Integration with DMB Using Widgets	Yes	Yes	Yes
Portrait Mode content renditions <sup>2</sup>	Yes	Yes	Yes
Precision Time Protocol (PTP) configuration	Yes	Yes	Yes
Proof of Play (PoP)	Yes	Yes	Yes
Touch Screen <sup>3</sup>	Yes	Yes	Yes
TV Control using RS-232 and IR Remote	Yes	Yes	Yes
Basic TV Control using HDMI CEC	Yes	Yes	Yes
Video Encoded as a a Multicast Channel from DMP Display Source (Display Encoding) <sup>3</sup>	Yes	Yes	Yes
Video Upload Support for Files Up to 4 GB in Size	Yes	Yes	Yes
Widgets	Yes	Yes	Yes

1. HDMI encoding only works on SV-4K, CV-UHD, and CV-UHD2 DMPs.

## User Interface Enhancements

2. Not recommended when rendering video on CV-HD and CV-HD2 DMPs and not supported for HDR video.
3. Introduced in Release 6.0, support for HID-compliant touchscreen displays.

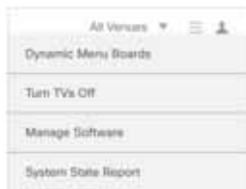
# User Interface Enhancements

## Library

The **Library** screen is the initial landing location when you first log in or upgrade as an Administrator. Upload, organize, and tag assets here. As always, what appears depends on the user's role and access. Remember, if you enable multi-venue in the **System Configuration > Dynamic Signage Director Settings** screen, the **All Assets** option in the **Library** drop-down is not visible. Also new to the Library interface once you upgrade to this release is the **DynamicMenuBoard** folder. All your assets get loaded here. For more information on that, see [Dynamic Menu Boards, page 6](#).

The **More** drop-down menu options changed ([Figure 30 on page 26](#)). **Management Dashboard** is not available here.

**Figure 30 More Drop-Down List**



## Device Management Enhancements

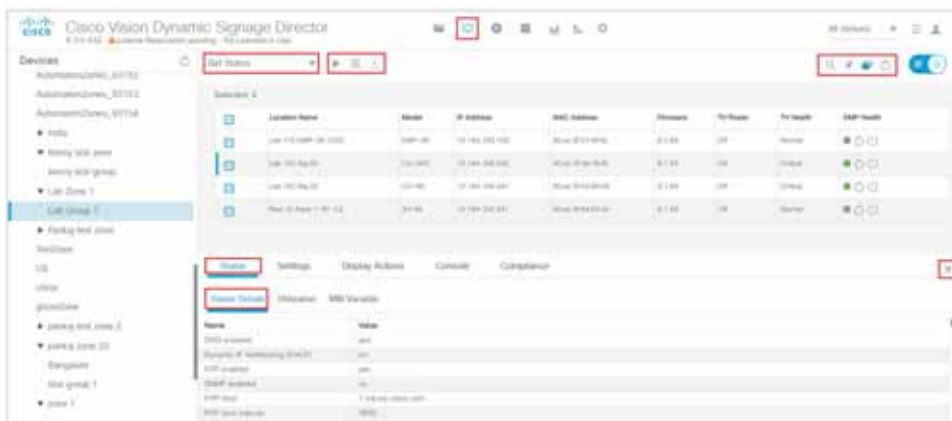
We made a lot of changes to this interface, adding functionality, status, sending of commands to the DMPs, and information-at-a-glance from the old **Management Dashboard** screens. In the **Get Status** box below ([Figure 31 on page 27](#)), are all available actions to perform on a DMP or set of DMPs (see [Use Device Management for DMP and TV Controls, page 11](#)). Functions depend on which view you use (List view or Thumbnail). Roll over the **Play** icon, the **Command Status** and the **Export** punch list actions. To the far right are the **Search** glass, **Pin** icon, **Toggle Tree View**

User Interface Enhancements

and **Refresh** visible list icons. Expand the folders in the **Device** panel to select a specific DMP. If you select a DMP, five more tabs appear at the bottom portion of your screen, each with their own set of subtabs. Click on any column heading to sort.

- To close the **Devices** panel, use the **Toggle Tree View**.
- To get to **Visual Monitoring**, slide to **Thumb Nail View**, select a device, and click **Visual Monitoring**.
- To close the **Status** and **Status Details** box to see more devices in the list, use the **close X**.
- To create an **additive** search list of devices, use the **Pin** icon.

**Figure 31 Enhanced Device Management Interface**



**Notes:**

- In Thumbnail view, when you click the device **Refresh** icon, only the visible DMPs refresh, not the entire list of DMPs in the selected zone.
- In Listview, polling occurs every 60 seconds for cached data.

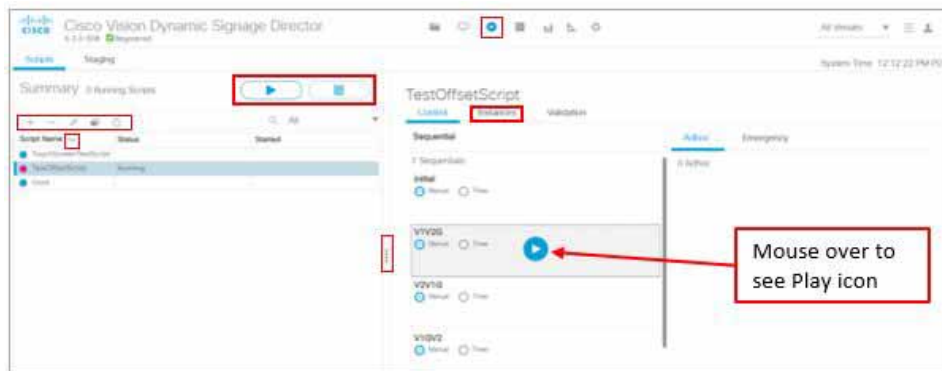
For complete details on using all the new features here, see [Release 6.3: Cisco Vision Dynamic Signage Director Operations Guide](#).

## Script Management Enhancements

We updated **Script Management**, moving all the instances to its own tab. Instances only load when you select a script from the left panel. The Summary panel lists the scripts in the system. The Start and Stop icons (boxed in red) act upon the selected script ([Figure 32 on page 27](#)). Use the script filter pull-down arrow to display: Scheduled and Running, Running, Scheduled, or Blocked scripts.

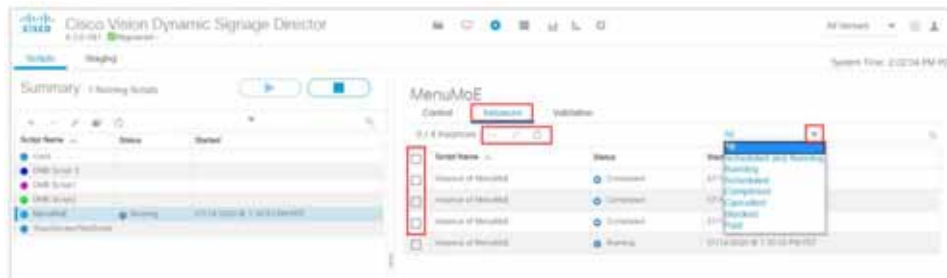
**Figure 32 Script Management Improvements**

## User Interface Enhancements



The **Instances** tab is only for **managing** them. Click on an instance and use the action icons **Delete**, **Edit** (rename), or **Refresh** (Figure 33 on page 28). Use the Filter drop-down to choose what displays. We moved the criteria in the filters to what's relevant to the panel. The default is All.

**Figure 33** Managing an Instance



Another thing of note is that you can select multiple instances with the check boxes and click **Remove** to delete them. A confirmation Warning box appears as a courtesy. You cannot delete a **Running** script. The **Remove** icon is disabled.

If you start a script, you see the progress of the script while it prepares to run. Click **Refresh** to update the window or wait.

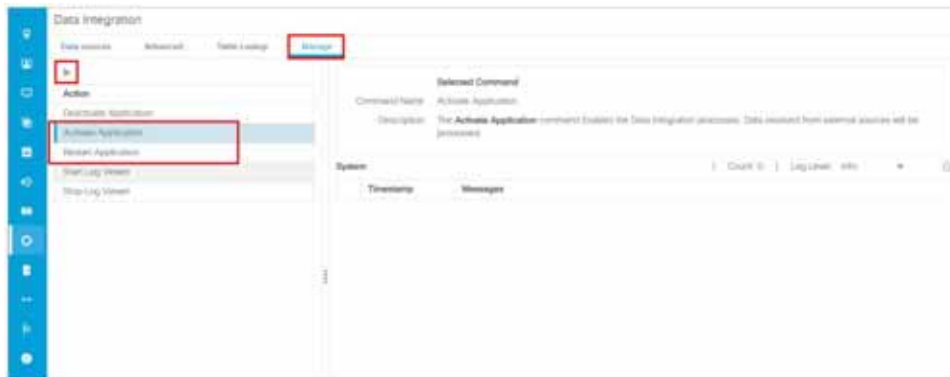
If you filter the Instances in your panel, navigate away and come back to it, the filter persists, for example, showing all the **Scheduled** instances.

## Data Integration Enhancements

To simplify data integration workflow, we added a **Manage** tab under Data Integration (Figure 34 on page 28). Click **Configuration > Data Integration > Manage** tab. Now, after deploying/undeploying, instead of switching to **Management Dashboard**, you can do these functions easily from this interface.

**Figure 34** Data Integration Manage and Control

## Security Enhancements for Local Control API

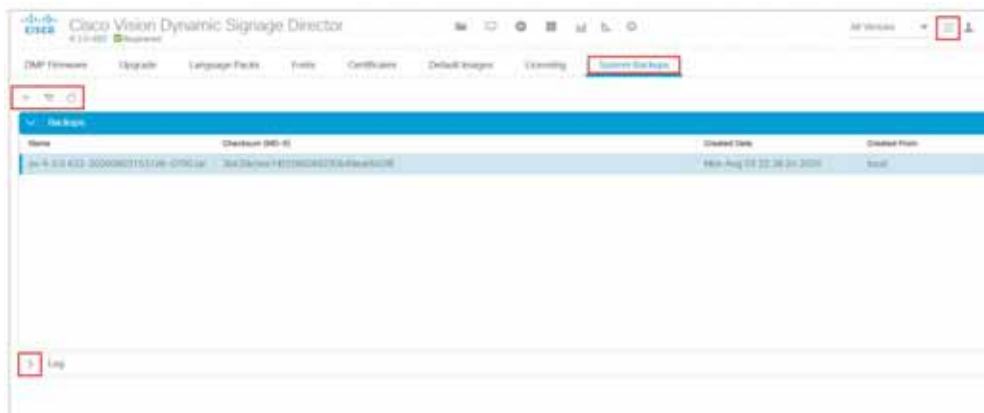


Select an action and click the **Play** icon.

## Generate or Restore a System Backup

We moved system backup to the **Manage Software** Interface and created a new tab: **System Backups**. Click the **+** icon to start creating a backup. Click **Restore** to restore the system to a previous state. Use the Log arrow to see the log file information.

**Figure 35** Generating a System Backup



## Security Enhancements for Local Control API

You cannot use an HTTP GET method for state changing operations. TV Control via an external application that uses HTTP GET method will no longer work by default. Use the new registry key:

```
security.compatibility.localctl.gets
```

If you set to **false**: default (disallow GET on TV state changing commands)

If you set to **true**: Enable backward compatibility

## Idle Timeout

Session expiration when the UI becomes idle after 30 minutes. Content upload is not constrained by 30 minutes of

## Changes in Support or Behavior

“inactivity.” The UI takes you to the login page when the session times out.

If a page does not populate with data, this is likely due to session timeout. Reload the page or navigate to the login page.

## Password Updates

- When you change your password, you see a password strength bar. As you enter allowed characters, the bar changes from red to green.
- When you change your password, you must provide your current password.

## Changes in Support or Behavior

This section describes changes in support or behavior in Cisco Vision Dynamic Signage Director Release 6.3.

## Changes to the TUI Interface

### Restore System Data from Backup

#### WHAT IS IT

A new menu item under **Cisco Vision Server Administration** in the TUI: **Restore all system data from system backup**.

#### WHY USE IT

To restore system data from your backup.

#### WHERE TO CONFIGURE IT

1. Login to the TUI using the valid user ID and password.
2. Select **Cisco Vision Server Administration**.
3. Select **Restore all system data from system backup** ([Figure 36 on page 30](#)).

**Figure 36** Restore all system data from system backup

```
Main Menu > Cisco Vision Server Administration

Please choose one of the following menu options:

a) Display Software Version
b) Upgrade Server
c) Restart Dynamic Signage Director software
d) Shutdown Dynamic Signage Director software
e) Setup automatic backup and restore
f) Re-Run CiscoVision initial configuration
g) Retention Policy
h) Database Maintenance
i) Clear Switch Host Keys
j) Failover
k) Setup Memory Profile
l) Reboot
m) Power Off
n) Clean up content import history table
o) Restore and Migrate Release 6.1 Backup
p) Restore all system data from system backup
q) Clean up generic content table
r) Restore TV Off Zone Assignments
R or < or ,) Return to prior menu
```

## Setup Server Profile

## Changes in Support or Behavior

**WHAT IS IT**

A new menu item under **Cisco Vision Server Administration** in the TUI: **Setup Server Profile**.

**WHY USE IT**

To choose the deployment size based on your resources available for Cisco Vision Director.

**WHERE TO CONFIGURE IT**

1. Login to the TUI using the valid user ID and password.
2. Select **Cisco Vision Server Administration**.
3. Select **Setup Server Profile** (Figure 37 on page 31).

**Figure 37 Setup Server Profile for Cisco Vision Director**



If the VM resources are insufficient to deployment particular configuration, the menu options may display NA (Figure 38 on page 31).

**Figure 38 Select System Size**



## TUI Menu Board Service

**WHAT IS IT**

A new menu item to control menu board services with Cisco Vision Director.

**WHY USE IT**

To start, stop or check status of services regarding the Dynamic Menu Board.

**WHERE TO CONFIGURE IT**

1. Login to the TUI using the valid user ID and password.
2. Select **Services Control > Dynamic Signage Director Services > Dynamic Signage Director Menuboard**.
3. Select one of the options.

**Figure 39 Dynamic Menu Board Services**

```

Cisco Vision Dynamic Signage Director Configuration Menu

Hostname: 99-dsdirector
IP address: 10.144.174.129
Software version: 6.2.3 build 122

-----
Main Menu > Services Control > Dynamic Signage Director Services > Dynamic Signage Director Menuboard

Please choose one of the following menu options:

a) Show Status
b) Start Service
c) Stop Service
R or < or .) Return to prior menu

```

You see **Command completed successfully**.

## TUI Restore TV Off Zone Assignments

**WHAT IS IT**

A new menu item to control TV Off zone assignment services with Cisco Vision Director.

**WHY USE IT**

This option reverts the assignments to a pre-upgrade state, in case there is a problem during the upgrade.

**WHERE TO CONFIGURE IT**

1. Login to the TUI using the valid user ID and password.
2. Select **Cisco Vision Server Administration > Restore TV Off Zone Assignments** (Figure 40 on page 32).

**Figure 40 Restore TV Off Zone Assignments**

```

Main Menu > Cisco Vision Server Administration

Please choose one of the following menu options:

a) Display Software Version
b) Upgrade Server
c) Restart Dynamic Signage Director software
d) Shutdown Dynamic Signage Director software
e) Setup automatic backup and restore
f) Re-Run CiscoVision Initial configuration
g) Retention Policy
h) Database Maintenance
i) Clear Switch Host Keys
j) Failover
k) Setup Server Profile
l) Reboot
m) Power Off
n) Clean up content import history table
o) Backup system data
p) Restore all system data from system backup
q) Clean up generic content table
r) Restore TV Off Zone Assignments
R or < or .) Return to prior menu

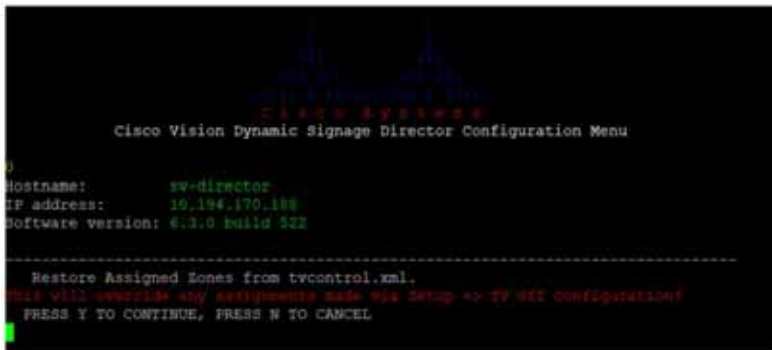
```

**Note:** If you type Y, it will override any assignments and revert all assignments to a previous state, before an upgrade.

**Figure 41 Restore Assigned Zones**



## Updates



```

Cisco Vision Dynamic Signage Director Configuration Menu

Hostname:          sv-director
IP address:        10.194.170.188
Software version: 6.3.0 build 522

-----
Restore Assigned Zones from tvcontrol.xml.
This will override any assignments made via Setup -> TV All Configuration!
PRESS Y TO CONTINUE, PRESS N TO CANCEL

```

3. Type Y to restore TV zone assignments.

## Updates

## Automated Content Import to Library Inbox

In Release 6.2, we introduced running an automated import of content from a defined source. The source may be a defined SFTP location. There can be multiple SFTP locations defined in the system. This feature can be registered as a task and the task configured to run every day.

**Important Notes:**

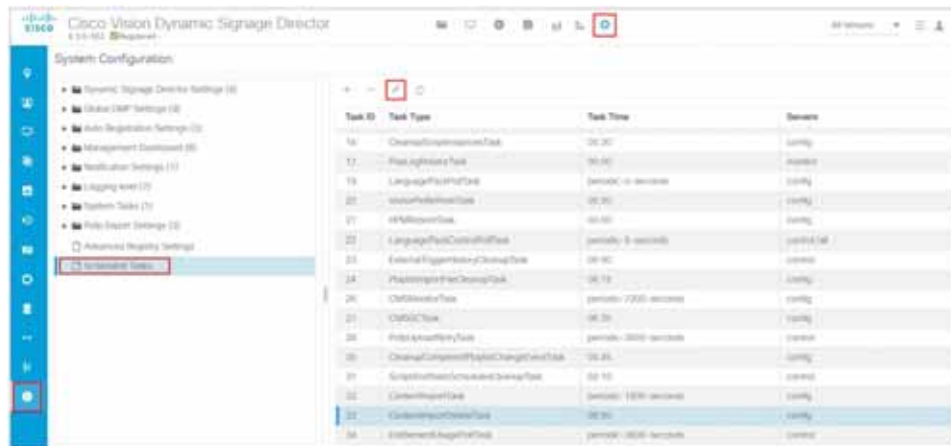
- A file that is already imported to Cisco Vision Director using the SFTP feature cannot be reimported with the same content name.
- If you did not specify a Folder in the import action, you **must** move all the files to the correct Workspace folder or subfolders you've created. Otherwise the content is not available to use in a playlist.
- If you delete a site, the site is not visible in the list. However, the site details are not removed until the scheduled task runs. The default is 8:00 am.

**To create a site with the same name before the scheduled task runs:**

1. Click **Configuration > System Configuration > Scheduled Tasks > ContentImportDelete** (Figure 42 on page 33). Click **Edit**. The Schedule Task – Edit dialog box appears.

**Figure 42** ContentImportDelete Task

## Internationalization and Localization



2. Change the **Task Time**. Choose the **Servers**. Click **Save**.

This allows you to add the same site details the same day.

## Internationalization and Localization

**Caution:** A Cisco Vision Dynamic Signage Director system that is using language support from Release 6.3, will lose that support when upgraded until language packs for the new release are available and installed.

### Internationalization (i18n)

Internationalization (known as *i18n*) support refers to the software infrastructure that is designed to accommodate multiple language translations (localization) without requiring additional engineering changes to that software.

The Cisco Vision Dynamic Signage Director Release 6.3 software supports i18n for the following general areas of the solution:

- Dynamic Menu Board application
- IP Phone user interface
- Software Manager
- TV user interface

### Localization (L10n)

Localization (known as *L10n*) refers to the implementation of the specific regional language translation support within a software interface that has been designed for i18n. English is the default language.

**Note:** Certain locales are not supported, such as right-to-left languages.

### Language Packs for Localization

**Note:** Language packs are release-specific. They follow the release of a Cisco Vision Dynamic Signage Director version. Install available language packs after you install or upgrade to a release. Language packs are posted in the same download location on cisco.com as the release.

Cisco Vision Dynamic Signage Director Release 6.3 provides the flexibility to upload and install only the specific language(s) that you want to support through the independent installation of Language Packs. The upload and installation of the language packs is performed using the Software Manager from the Cisco Vision Dynamic Signage Director main

## Upgrade Paths

menu. For more information about how to install language packs, see the [Cisco Vision Software Installation and Upgrade Guide: Dynamic Signage Director Release 6.3](#).

The supported languages in Cisco Vision Dynamic Signage Director Release 6.3.0-684 and later are:

- Deutsch (de\_DE)
- English (en\_US). This is the default locale in all Cisco Vision Dynamic Signage Director releases.
- French (fr\_FR)
- Japanese (jp\_JN)
- Portuguese (pt\_BR)
- Russian (ru\_RU)
- Simplified Chinese (zh\_CN)
- Spanish (es\_ES)
- Swedish (sv\_SE)
- Traditional Chinese (zh\_TW)
- Turkish (tr\_TR)

For more information about requirements and restrictions in configuring localization in Cisco StadiumVision Director, including IP phone support, see the [Cisco StadiumVision Director Localization Guide](#).

## Translated User Documents

Available versions of translated end-user documents for Cisco Vision Dynamic Signage Director can be found at:

<http://www.cisco.com/c/en/us/support/video/stadiumvision/tsd-products-support-translated-end-user-guides-list.html>

## Upgrade Paths

**Table 9 Supported Upgrade Paths in Release 6.2 to Release 6.3.0-1108**

From:	To:
Release 6.2.0-579	Release 6.2.0-651 (SP1)
Release 6.2.0-651 (SP1)	Release 6.2.0-752 (SP2)
Release 6.2.0-752 (SP2)	Release 6.2.0-839 (SP3)
Release 6.2.0-839 (SP3)	Release 6.2.0-911 (SP4)
Release 6.2.0-911 (SP4)	Release 6.2.0-1046 (SP5)
Release 6.2.0-1046 (SP5)	Release 6.2.0-1113 (SP6)
Release 6.2.0-1113 (SP6)	Release 6.3.0-684
Release 6.2.0-1113 (SP6)	Release 6.3.0-902 (SP1)—preferred**

Upgrade Paths

**Table 9 Supported Upgrade Paths in Release 6.2 to Release 6.3.0-1108**

From:	To:
Release 6.3.0-684	Release 6.3.0-902 (SP1)
Release 6.3.0-902 (SP1)	Release 6.3.0-1070 (SP2)
Release 6.3.0-1070 (SP2)	Release 6.3.0-1108 (SP3)

## Installation and Upgrade Files

Perform an upgrade leading to Release 6.2.0-1113 (SP6) using the typical upgrade sequence. See the [Cisco Vision Software Installation and Upgrade Guide: Dynamic Signage Director Release 6.3](#).

**TIP:** Use the TUI within the VM console to upgrade to the Cisco Vision Director Release 6.3 software. This reduces the possibility of interruption during the upgrade process and provides a more secure connection and recovery process. See the [Release 6.3: Cisco Vision Dynamic Signage Director System Administration Guide](#).

### ISO Files

ISO files are packaged images that are available in two versions:

- An ISO *full* image—The full ISO file is to be installed only on brand new Cisco Vision Dynamic Signage Director virtual machines that have no prior Cisco Vision Director (or StadiumVision) software version installed.
- An ISO *upgrade* image—The upgrade ISO file is built for processing using the TUI upgrade utility or Software Manager.

**Note:** Use the ISO upgrade image to upgrade from Release 6.3.0-902 to the current Release 6.3.0-1108.

**IMPORTANT:** For Release 6.3, full image and upgrade image ISOs files use SHA-512 checksum. Download and use the SHA-512 checksum file. See [Changes to the TUI Interface, page 30](#).

**Note:** For the Language Packs, the RPM will show sha-512 checksum.

### Software Download

**Note:** You are eligible to obtain information about how to access the Cisco Vision Dynamic Signage Director full ISO file or language packs after you have purchased the proper licensing. Contact Cisco Technical Support for information about how to download these files.

If you have a CCO account and a contract for software download, you can download the Cisco Vision Dynamic Signage Director upgrade files on the Cisco.com software download site at:

<https://software.cisco.com/download/release.html?mdfid=283489263&flowid=31962&softwareid=283866237&release=6&reind=AVAILABLE&rellifecycle=&reltype=latest>

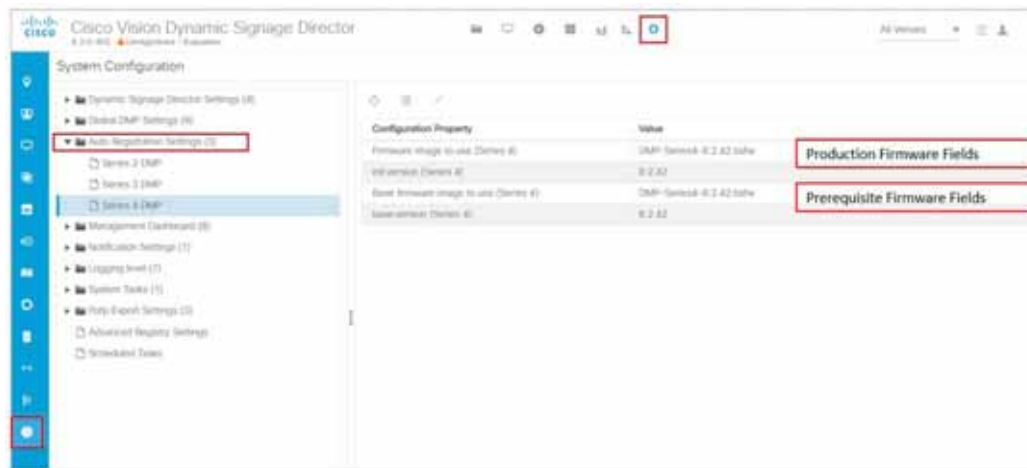
### Firmware Configuration for all Media Players

The media players require that a minimum—or *base*—firmware version is provisioned before they can be upgraded to the *production* firmware version supported in Cisco Vision Dynamic Signage Director Release 6.3.0-1108.

#### Series 4

**Note:** The CV-HD2 and CV-UHD2 media players require a different *base* firmware than the Series 2 digital media players. [Figure 43 on page 38](#) shows the auto-registration configuration and [Table 10 on page 38](#) identifies the required firmware properties for the CV-UHD2 and CV-HD2 in Release 6.3.

## Upgrade Paths

**Figure 43 Release 6.3.0-1108 Firmware Image and Version Properties Required to Provision Series 4 DMPs****Table 10 Required Firmware Properties for the CV-UHD2 and CV-HD2 in Release 6.3.0-1108**

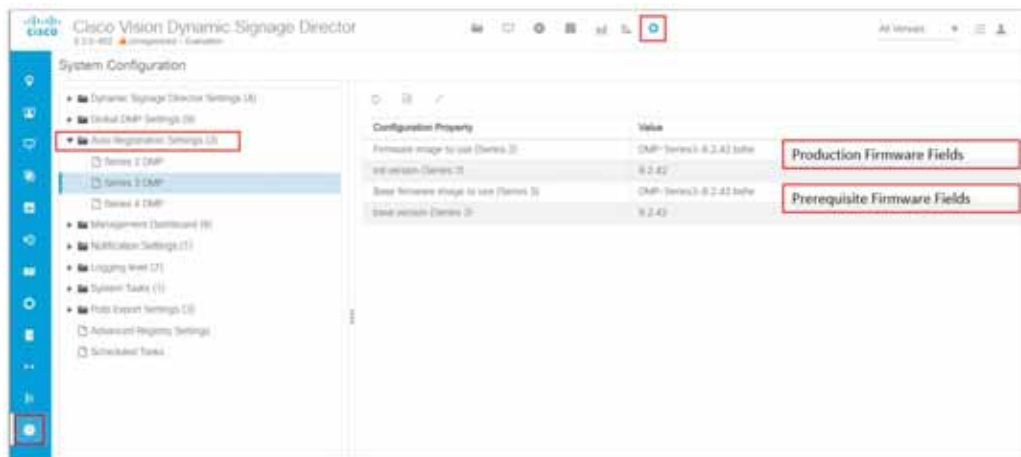
Release Number	Firmware Property	Value for Release
6.3.0-1108	Firmware image to use (CV-UHD2, CV-HD2)	DMP-Series4-8.2.42.bsfw
	init.version (CV-UHD2, CV-HD2)	8.2.42
6.3.0-1108	Base firmware image to use (CV-UHD2, CV-HD2)	DMP-Series4-8.2.42.bsfw
	base.version (CV-UHD2, CV-HD2)	8.2.42

Upgrade Paths

Series 3

**Note:** The CV-HD and CV-UHD media players require a different *base* firmware than the Series 2 (SV-4K and DMP-2K) media players. [Figure 44 on page 39](#) shows the auto-registration configuration and [Table 11 on page 39](#) identifies the required firmware properties for the CV-UHD and CV-HD in Release 6.3.

**Figure 44 Release 6.3.0-1108 Firmware Image and Version Properties Required to Provision Series 3 DMPs**



**Table 11 Required Firmware Properties for the CV-UHD and CV-HD in Release 6.3.0-1108**

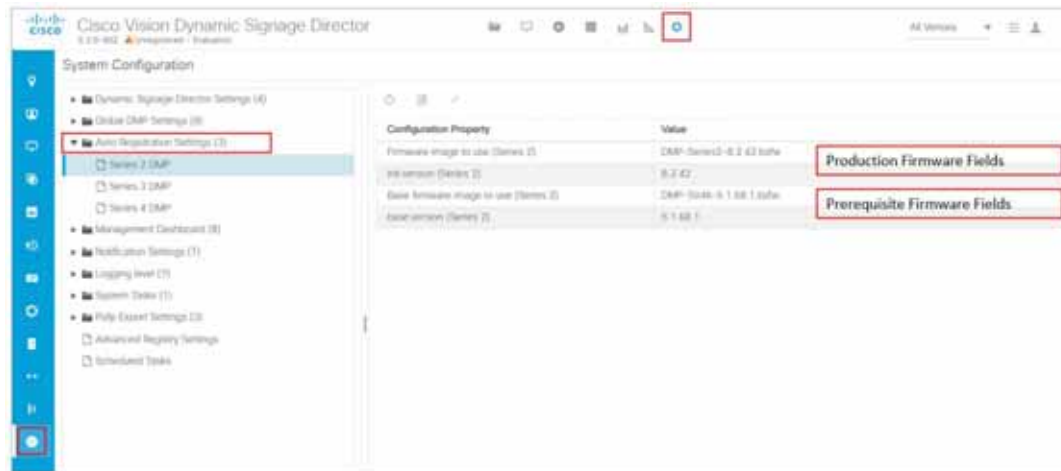
Release Number	Firmware Property	Value for Release
6.3.0-1108	Firmware image to use (CV-UHD, CV-HD)	DMP-Series3-8.2.42.bsfw
	init.version (CV-UHD, CV-HD)	8.2.42
6.3.0-1108	Base firmware image to use (CV-UHD, CV-HD)	DMP-Series3-8.2.42.bsfw
	base.version (CV-UHD, CV-HD)	8.2.42

## Upgrade Paths

## Series 2

Figure 45 on page 40 shows the auto-registration configuration and Table 12 on page 40 identifies the required firmware properties for the SV-4K and DMP-2K in Release 6.3.

**Figure 45 Release 6.3.0-1108 Firmware Image and Version Properties Required to Provision Series 2 DMPs**



**Table 12 Required Firmware Properties for the SV-4K and DMP-2K in Release 6.3.0-1108**

Release Number	Firmware Property	Value for Release
6.3.0-1108	Firmware image to use (SV-4K, DMP-2K)	DMP-Series2-8.2.42.bsfw
	init.version (SV-4K, DMP-2K)	8.2.42
6.3.0-1108	Base firmware image to use (SV-4K, DMP-2K)	If a prerequisite firmware is not already installed, upload and select the 5.1.68.1 firmware file.  <b>Note:</b> Contact your Cisco Systems representative for information about how to obtain the 5.1.68.1 firmware.
	base.version (SV-4K, DMP-2K)	5.1.68.1



## Firmware Download for all Media Players

The media player firmware image is not bundled with the Cisco Vision Dynamic Signage Director software.

**Note:** Be sure to download the firmware to a device that you can also use to access the Cisco Vision Dynamic Signage Director software.

**IMPORTANT:** The digital media player no longer accepts "{A|A}" AES encryption keys (i.e., where the top and bottom 64 bits of the key are identical).

Downloading the Production Firmware for all Media Players

**To download the production firmware for all DMPs, go to:**

<https://www.brightsign.biz/downloads/dmp-firmware-download-6083-0516>

Downloading the SV-4K and DMP-2K Base Firmware

If you do not already have the required base firmware version uploaded to Cisco Vision Dynamic Signage Director for the SV-4K and DMP-2K media players, you must download the firmware image separately from a password-protected site and then upload it to Cisco Vision Dynamic Signage Director.

Contact your Cisco Systems representative for the “How to Download SV-4K Firmware” document, available to qualified Cisco Vision partners.

## Resolved Defects in Release 6.3.0-1108 SP3

**Table 13 Resolved Defects in Release 6.3.0-1108 SP3**

Resolved Defect Number	Description of Original Defect
CSCvx95778	Script Management: when a script starts, it is stuck in Scheduled State.
CSCvx76492	Script Management: Script stuck in Scheduled State and no action was allowed.
CSCvx42201	Restore not working from UI when timezone is changed.
CSCvx77740	Dynamic Menu Board: Drag and drop functionality to re-arrange data is not working.
CSCvx21274	Channel Definition: When assigning an icon to a channel, the Save button is disabled.
CSCvx34337	The Latency settings should not be displayed in the local API.
CSCvw95645	Error codes appears for Suite Control API for channel change.
CSCvx12657	DMP export list showing incorrect DMP health values.
CSCvx79123	Data Integration: Lookup Table entries are duplicated with and separated by backslashes.
CSCvx97765	Pinch in/out behavior on touchscreens causing display problems. Contact TAC for support.

## Open Defects in Release 6.3.0-1108 SP3

This section describes newly-found defects in Release 6.3.0-1108. All defects that are open in prior Cisco Vision Dynamic Signage Director Release 6.3 releases and not listed as resolved remain open in Cisco Vision Dynamic Signage Director Release 6.3.0-1108.

**CSCvw86415–Video Wall: screen sync issue even after Release 6.3 SP1 upgrade - Multicast.**

**Symptom** Sync issues even after making all proper adjustments.

**Workaround** None

## Resolved Defects in Release 6.3.0-1070 SP2

**Table 14 Resolved Defects in Release 6.3.0-1070 SP2**

Resolved Defect Number	Description of Original Defect
CSCvu69282	When using an oversized template on a touch-enabled device, the screen moves left if you touch and swipe left.
CSCvw72807	Screen canvas is out of position in Release 6.2 SP6 and 6.3 SP1.
CSCvw66801	Data Integration: Using spaces in Table Lookup names, after restarting, Data Integration services all broken.
CSCvw11843	Venues: DMP gets associated to a venue when we click on "X" button in Force Update popup screen.
CSCvw67205	Script Management: Cisco Vision 6.2.0-752 scripts may not show up in HTML5 UI due to certain conditions.
CSCvw11810	Venues: Unable to disassociate a DMP from a venue when you click on X in Force Update popup in a different venue.
CSCvw20468	In basic system state report (BSSR), the "sv_cms.sql" file has zero bytes.
CSCvw37026	Data Integration: When adding keys, Data Integration duplicates other keys and only works properly when restarted.
CSCvw71597	Asset Library: When you delete an external URL, you get 500 server error.
CSCvw11013	Dynamic Menu Board: Theme items are no longer able to be reordered by dragging and dropping.
CSCvw72889	Any Location which is under any Group but not under any Zone, is not getting properly associated with venue.
CSCvw09106	Automated Content Import does not work using Event Management Scheduler.
CSCvw76907	Systems Status: Shows incorrect count/percentage for non-compliant status of DMPs in Release 6.3 SP1.
CSCvw07467	Data Integration: Authorization header is sent when no username/password is supplied.
CSCvw81009	Pinch in/Pinch out option should be disabled in portrait mode.

## Open Defects in Release 6.3.0-1070 SP2

This section describes newly-found defects in Release 6.3.0-1070. All defects that are open in prior Cisco Vision Dynamic Signage Director Release 6.3 releases and not listed as resolved remain open in Cisco Vision Dynamic Signage Director Release 6.3.0-1070.

**CSCvx22813—When changing something in a Channel Guide, the Save button is not enabled.**

**Symptom** When using the Channel Guide, the **Save** button remains inactive (greyed out).

**Workaround** Enable and disable the "Default Guide" in the top right corner. The **Save** button becomes active.

**CSCvx21274–Channel Icon assignment: the Save button is disabled.**

**Symptom** When assigning an icon to a channel, the **Save** button is not enabled.

**Workaround**

1. Go to the **Basic Info** tab, make a simple modification, then revert it. This enables the **Save** button.
2. Go to the **Icon** tab and assign an icon. The **Save** button remains enabled.
3. Click **Save**. The change is saved.

**CSCvx22864–Channel Icon assignment: when using DMP/TV (Medium), the channel icon does not appear on TV banner when tuned to that channel.**

**Symptom** Channel Icon assigned to DMP/TV (Medium) does not appear on TV banner when tuned to that channel.

1. Go to Channel Definitions.
2. Click Icon tab.
3. Assign an icon to DMP/TV Medium.
4. Ensure the channel is in the channel guide used by the DMP.
5. Reboot the DMP.
6. Tune the DMP to the channel.

Notice the assigned icon is not used in the info banner on the TV.

**Workaround** None.

## Resolved Defects in Release 6.3.0-902 SP1

**Table 15 Resolved Defects in Release 6.3.0-902 SP1**

Resolved Defect Number	Description of Original Defect
CSCvw01933	Control server encountered heap dump when starting a script.
CSCvv67175	Content Manager role: Gets error while clicking on Inbox in Asset Library.
CSCvv82820	After upgrade to Release 6.3, if Channel existed using pre-defined encoding profile, several areas are not working.
CSCvw21669	In some instances when Widget Designer refreshes binded data, the selected component becomes out of sync.
CSCvw21756	Data Integration: editing an existing output field causes the output expression to use the last added output field expression.
CSCvw16912	After upgrade to 6.3, some Menu Theme data sources are working and some are not.
CSCvu66290	Script might get stuck in starting when DMP is down or not reachable.
CSCvw03698	On CV-UHD2: When dual 4K local videos are used, secondary video region takes over audio when video transitions.
CSCvv87965	Group Video Delay value becomes "0" when a new Location is added to or deleted from the group.
CSCvv28765	Script Management: Intermittently, a timed state will not advance to the next state when time expires.
CSCvw88003	In Location-DMP Mapping, using a filter on left pane to link results in wrong device being linked.
CSCvw09099	Unable to import HTTPS certificates.
CSCvw07180	Data Integration: Unable to import SSL certificate.
CSCvw16879	Widget Designer in Chrome: Data binded images do not appear on the canvas.
CSCvw07705	In Channel Guide Background Image UI, the "Transparent window" text for size and location is not correct.
CSCvv35919	Device Management: Thumbnail view global refresh may time out if there are large numbers of unreachable devices.
CSCvv43583	Script Management: If there are multiple sessions controlling a script, the script states and Start/Stop buttons can become out of date.
CSCvv05778	Script Management: Having 250 scripts scheduled for 1 year causes a long data load time when many scripts are blocked.
CSCvv72686	Script Editor: Editing/Updating the script instance name updated the Start time each time.
CSCvv82185	Asset Library: Incorrect Folder count shows after full Installation of Release 6.3.
CSCvv71168	Venue Administrator role gets "500 (Internal Server Error)" console error while navigating to Asset Library.
CSCvv72641	Data Integration: Able to create mapped output field with same name.
CSCvv85300	Groups & Zones: Search Edit box is disabled when a string is entered under Groups.
CSCvv83357	Devices: Save button not enabled while trying to copy a Display Specification.

**Table 15 Resolved Defects in Release 6.3.0-902 SP1**

Resolved Defect Number	Description of Original Defect
CSCv15210	Domain name-based URL channels are not working when doing a state change with a dual video template in the script.
CSCv83089	Device Management: Support role gets console error while trying to export devices.
CSCv67616	Dynamic Menu Board: Option should be disabled when logged in as Content Manager.
CSCv39972	Device Management: Using refresh button in detailed thumbnail view causes "Active Script" data to disappear.
CSCv43576	Script Management: In script start when in "Initializing" state, the Stop button is disabled.
CSCv43416	Script Management: In Edit Action dialog selecting a different playlist then canceling and editing again still shows unsaved change.
CSCv36988	Auto scroll is not working on editing theme located on bottom of the list.
CSCv93497	Device Management: Resizing a table column adjusts other column widths.
CSCv60827	An Event Operator role is unable to start a script.
CSCv58596	Venue Administrator role should not have access to add, delete, and copy scripts.
CSCv70955	Support role: Gets error while navigating to System Status.
CSCv85484	Script Management: Remove, Edit and Copy icons are enabled when a string is entered in the Search edit box which doesn't match any of the script names.
CSCv32658	System Backup: Previous backup logs are also showing in the UI while creating backup.
CSCv72309	Domain name-based URL channels are not working when doing a channel change, using IR Remote/IP Phone, with a dual video template in the script.
CSCv27159	Script Management: During script start, it takes a long period until Force dialog appears, then until script goes into Scheduled state.
CSCv74419	Channel Definition: after filling all the mandatory details, click away to Action icons or Basic Info panel disables the Save button.

## Open Defects in Release 6.3.0-902

This section describes newly-found defects in Release 6.3.0-902. All defects that are open in prior Cisco Vision Dynamic Signage Director Release 6.3 releases and not listed as resolved remain open in Cisco Vision Dynamic Signage Director Release 6.3.0-902.

### **CSCvv06101–The Item image displays in the Widget even after Hiding the item from Store Items.**

**Symptom** The Item Image displays in the Widget (but not the name) even after Hiding the item from Store Items.

**Workaround** None

## Resolved Defects in Release 6.3.0-684

**Table 16 Resolved Defects in Release 6.3.0-684**

Resolved Defect Number	Description of Original Defect
CSCvt87324	Large script not starting due to MySQL setting “innodb_log_file_size” defaults to too small a value.
CSCvu88412	TUI: Option “n) Clean up content import history table” results in “Access denied...” error.
CSCvs17737	Audit log keeps growing.
CSCvr63070	Script Editor: Newly added playlist, channels, zones and groups are not displayed for actions in until browser is refreshed.
CSCvt14764	Unable to copy a script state when only one state exists in the script.
CSCvu45992	Copied data sources have empty “field mapping” schema field.
CSCvt87688	Editing widget with graphic component and selecting “Use original image size” causes Width/Height blank.

## Open Defects in Release 6.3.0-684

This section describes newly-found defects in Release 6.3.0-684. All defects that are open in prior Cisco Vision Dynamic Signage Director Release 6.2 releases and not listed as resolved remain open in Cisco Vision Dynamic Signage Director Release 6.3.0-9684.

### **CSCvv28765–Script Management: Intermittently a timed state will not advance to the next state when time expires.**

**Symptom** A script does not advance to the next state when the timed state expires.

**Workaround** Click on the script name on the left panel.

### **CSCvv39972–Device Management: Using refresh button in detailed thumbnail view causes “Active Script” data to disappear.**

**Symptom**

Open Defects in Release 6.3.0-684

1. Login to Cisco Vision Director.
2. Click **Script Management** and start any script.
3. Click **Device Management** and select the zone to which the DMP is associated and the script is running.
4. Click on the Global **Refresh** to refresh screen shots for all DMPs in that zone.
5. Click on Thumbnail view and select the DMP. Click **Configuration** tab.
6. The “Active Script” field should be populated with the running script for this DMP.
7. Click on the refresh button in the key pad UI.

**Condition** Active script field data disappears. It should show the name of the script running.

**Workaround** Click on the global refresh button or the thumbnail refresh button (the one on the bottom of the thumbnail, not the one in the key pad UI).

**CSCvv32658–System Backup: Previous backup logs show in UI while creating backup.**

**Symptom**

1. Login to Cisco Vision Director.
2. Click **More > Manage Software** and click **System Backups** tab.
3. Create system backup and verify the backup logs appear in UI.
4. Wait for some time and trigger new backups.

**Condition** Previous backup logs display in the UI, even after new backup logs are generated.

**Workaround** None.

**CSCvv36988–Dynamic Menu Board: Auto scroll is not working when editing Theme on bottom of the list.**

**Symptom**

1. Select a theme, at bottom of list without scrolling the page.
2. Expand view to show **Columns/Headers/Items**.
3. Select a **Column** and update; change **Description** field.
4. Click **Save**.

**Condition** Theme updates, but it is not displaying on screen.

**Workaround** Scroll down to show the Theme.

**CSCvv35919–Device Management: Thumbnail view global refresh may time out if there are large numbers of unreachable devices.**

**Symptom** There are a large number of unreachable DMPs in the system.

**Workaround** Reduce the number of known unreachable DMPs using Zones or Filters when performing global refresh.

**CSCvv27159–Script Management: During script start, it takes a long period until Force dialog appears, then until script goes into Scheduled state.**

**Symptom** Start a complex script with validation errors (needing to **Force** start).

**Condition** It takes a long time before the script will go into Schedule/Starting state.



Open Defects in Release 6.3.0-684

**Workaround** None.

**CSCvv26968–TAC Account for Cisco Vision Director: In “catalina.out” there are numerous “memberDisappeared” messages and the log file grows without truncation.**

**Symptom**

1. Login to the TAC account of a Cisco Vision Director server.
2. Go to either “/opt/sv/servers/config/logs/” or “/opt/sv/servers/control/logs/”.
3. Look into “catalina.out”.

Notice there are “memberDisappeared” messages.

**Condition** Please see a sample “catalina.out” file from a Cisco Vision Director test server.

**Workaround** None.

**CSCvv13390–During an upgrade the server profile can change if the VM specifications do not meet requirements.**

**Symptom** For example, if the VM specifications for a Release 6.3 Standard-Scale server changes so it is now below the minimum specifications for a Standard-Scale server during upgrade, the server profile will be changed to one that satisfies the current VM specifications.

**Condition** This will occur during a Release 6.2 to 6.3 installation or a Release 6.3 to 6.3 upgrade.

**Workaround** Ensure a Release 6.2 or Release 6.3 VM has enough resources to qualify for the desired server profile.

**CSCvt70744–When using video playlist, video items get cut off by an average of 20 frames.**

**Symptom** Video items get cut off by an average of 20 frames when using a video playlist.

**Workaround** None

**CSCvu94066–Asset Library: Thumbnail extraction for some HDR 4K video files (both Dolby Vision and HDR10) produces a “grayish” image.**

**Symptom** Asset Library: Thumbnail extraction for some HDR 4K video files (both DV and HDR10) produces a “grayish” image.

**Workaround** Not all HDR 4K files have this behavior.

**CSCvv05778–Script Management: Having 250 scripts scheduled for 1 year causes a long data load time when many scripts are blocked.**

**Symptom** Having 250 scripts and 365 instances per script caused a long data load time for the Script Management page. This was observed on a Large Server configuration test server. It was also noted that a large majority of the scripts were in Blocked state.

**Workaround** Resolve Blocked scripts. Auto-cancel Blocked scripts by setting a registry. Many script can get blocked if scripts are scheduled in the calendar but you manually started a script but did not stop it.

**CSCvv43576–Script Management: During script start when in “Initializing” state, the Stop button is disabled.**

**Symptom** The Stop button is enabled during “Initializing” state while using Script Management.

**Workaround** None

**CSCvv43416–Script Management: In Edit Action dialog, selecting a different playlist then cancelling and editing again still shows unsaved change.**

## Known Issues for Release 6.3.0-902

**Symptom** Script Management: In Edit Action dialog, when you select a different playlist, then cancel and edit again, screen still shows unsaved changes.

Steps:

1. Login to Cisco Vision Director.
2. Click **Script Management**.
3. **Edit** an existing script.
4. Select a state, then edit a Zone or Group that already has playlist(s) assigned to it.
5. In the Edit Action dialog box, double click on a different playlist so the region now has that new playlist listed.
6. Click **Cancel** (don't save) out of the Edit Action dialog.
7. Click Edit again to bring up the Edit Action dialog.

Notice the playlist shown is still the unsaved new playlist. Expected behavior: since Cancel was clicked the data should go back to the original.

**Condition Note:** This is just a display issue. The new data is not saved.

**Workaround** Cancel out of the script Edit process and start the Edit process again.

**CSCvv43583–Script Management: If there are multiple sessions controlling a script, the script states and Start/Stop buttons can become out of date.**

**Symptom** Script Management: With multiple sessions controlling a script, the script states and **Start/Stop** buttons can become out of date.

**Condition**

Steps:

1. Using 2 browsers, login to Cisco Vision Director on both.
2. Click **Script Management** on both browsers.
3. Using one browser, start a script and start changing states.

Notice in the other browser the script state and **Start/Stop** buttons are not synchronized with the changes from the other browser.

**Workaround** Refresh the script list or reload the UI.

## Known Issues for Release 6.3.0-902

Here are the known issues.

**Table 17** Known Issues for Release 6.3.0-902

Devices	Firmware	Description
CV-UHD2	8.1.69	Dual 4K Local Videos: When secondary region plays the next video file it takes over the audio output and sometimes freezes the primary video.
CV-HD2	8.1.69	CV-HD2: Decoding HDR 4K multicast streams results in corrupted image on TV screen.

## Cisco Vision Dynamic Signage Director Documentation Go URL

For more information about Cisco Vision Dynamic Signage Director hardware and software installation, configuration, and operation, see the documentation available on Cisco.com at:

[www.cisco.com/go/ciscovisiondocs](http://www.cisco.com/go/ciscovisiondocs)

### Cisco Vision Dynamic Signage Director Documentation References

The following documents are included in the content library for Cisco Vision Dynamic Signage Director Release 6.3:

#### **Install and Upgrade Guides**

[Cisco Vision Software Installation and Upgrade Guide: Dynamic Signage Director Release 6.3](#)

#### **Design and Deployment**

[Release 6.3: Cisco Vision Deployment Guide for Digital Media Players: Dynamic Signage Director](#)

[Cisco Vision Network, Server, and Video Headend Requirements Guide](#)

[Cisco Vision Product Deployment Requirements](#)

#### **Localization**

[Cisco StadiumVision Director Localization Guide](#)

#### **Server Administration**

[Release 6.3: Cisco Vision Administration Guide: Dynamic Signage Director](#)

#### **Content Management**

[Release 6.3: Cisco Vision Content Planning and Specifications Guide: Dynamic Signage Director](#)

[Release 6.3: Cisco Vision Director Data Integration Guide](#)

#### **Event Operations**

[Cisco StadiumVision Director Operations Playbook](#)

[Release 6.3: Cisco Vision Dynamic Signage Director Operations Guide](#)

#### **Task Notes**

[DMPs: Configure Reboot DMP System Task](#)

[DMPs: Find the Serial Number for a DMP From the Management Dashboard](#)

[DMPs: Deploy WiFi Network Connectivity on the DMPs](#)

[DMPs: UI: Access Cisco Vision Director](#)

[PoP: Configure Automatic Proof of Play Export](#)

#### **Licensing Information**

[Open Source Used In Cisco Vision Director Release 6.3](#)

## Cisco Vision Dynamic Signage Director Documentation Notifications

You can receive periodic emails that summarize new and changed information in Cisco Vision Dynamic Signage Director documentation by subscribing to the [sv-doc-notify@external.cisco.com](mailto:sv-doc-notify@external.cisco.com) email alias.

Contact us at [stadiumvisiondocs@external.cisco.com](mailto:stadiumvisiondocs@external.cisco.com) to request this notification service.

## Cisco Vision Dynamic Signage Director Documentation Team Email Contact Information

You can submit questions, suggestions, or other feedback to us at [stadiumvisiondocs@external.cisco.com](mailto:stadiumvisiondocs@external.cisco.com).

## Obtaining Cisco Product Documentation

For information on obtaining other Cisco Product documentation, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

## Service and Support for Cisco Vision Dynamic Signage Director

Cisco Solution Support is the required technical support service for the Cisco Vision solution (including Cisco Vision Dynamic Signage Director).

Cisco Solution Support for Cisco Vision combines Cisco product support—Cisco Smart Net Total Care Service or software services—with solution-level support into one service. By taking a solution-level approach, Cisco is responsible for managing product support teams to resolve any issue, no matter where it resides. For this service, simply purchase Cisco Solution Support for each Cisco hardware or software product in Cisco Vision.

**Note:** Cisco Solution Support is required for Cisco software in the Cisco Vision solution. Although it is optional for Cisco hardware in this solution, each Cisco component must be covered to take advantage of Cisco Solution Support. Product support for solution partner products within Cisco Vision is also required. Contact these vendors for details and requirements.

### Solution Support References

- For a high-level introduction to this service for Cisco StadiumVision, see the [Cisco Solution Support for StadiumVision At-A-Glance](#) document.
- For technical details and product coverage, including the support workflow, see the “[Cisco Solution Support for StadiumVision Service Definition](#).”

Find more details about [Cisco Solution Support on cisco.com](#) or contact your Cisco sales representative.

## RMA Process for the Digital Media Players

The Return Materials Authorization (RMA) process for the digital media player is covered by the Solution Support Service for Cisco Vision. You can find warranty information here:

<https://brightsign.zendesk.com/hc/en-us/articles/218067817-Warranty-and-Return-Policy>

Before you place a service call, see the troubleshooting information in the [Cisco Vision Deployment Guide for Digital Media Players: Dynamic Signage Director](#). If you cannot resolve the problem with any of the recommended troubleshooting steps, open a Cisco Solution Support case to further troubleshoot and coordinate the return process with the vendor.

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