# Recovery Procedure for Cisco Digital Media Manager 3.x and 4.x

**Note** This document provides the procedure for recovering from a software failure of Cisco Digital Media Manager 3.5, 4.0, and 4.1.

This document includes the following topics:

- Recovery Procedure
- Related Documentation
- Obtaining Documentation
- Cisco Product Security Overview
- Product Alerts and Field Notices
- Obtaining Technical Assistance
- Obtaining Additional Publications and Information

## Recovery Procedure

This section describes in detail the procedure for performing a Digital Media Manager recovery.

## Prerequisites

Before attempting your recovery, you must complete the following tasks:

- Contact Cisco TAC to obtain the recovery CD for your Cisco Digital Media Manager release.
- Create a backup of the DMM server appliance on a backup device, such as a USB hard drive or flash drive.
- Write down the network configuration information appropriate for your site, either DHCP or Static (IP address, subnet mask, and gateway).
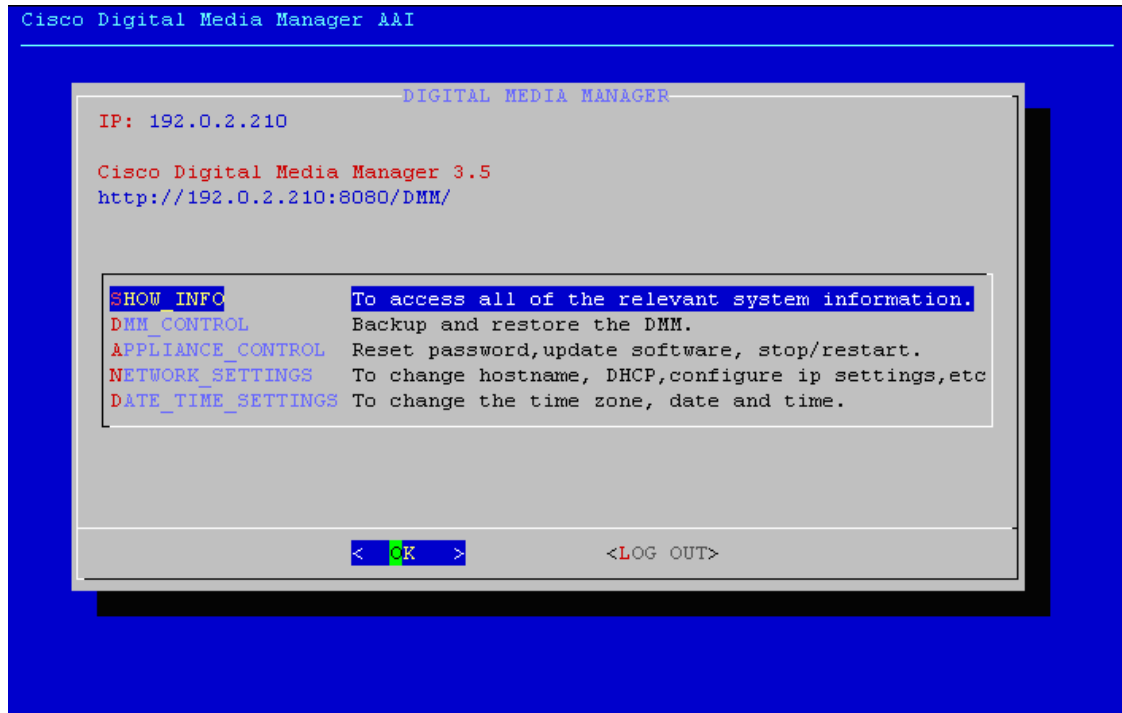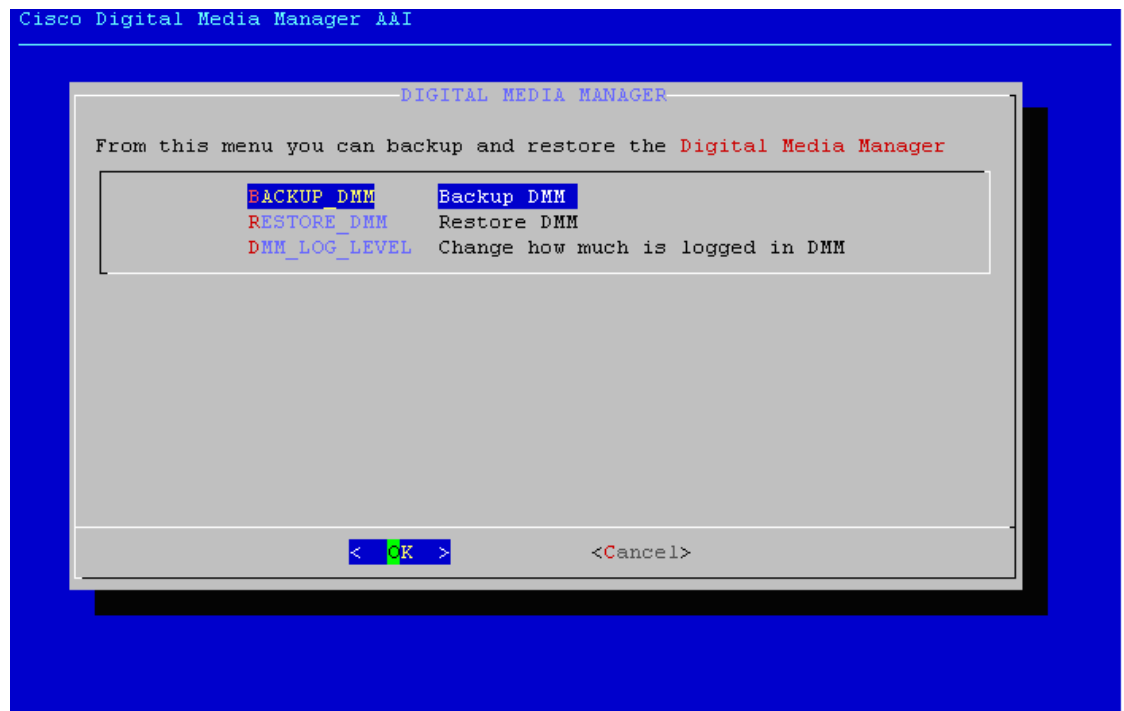
CISCO SYSTEMS

# Steps

To recover the Cisco Digital Media Manager version 3.5, follow these steps:

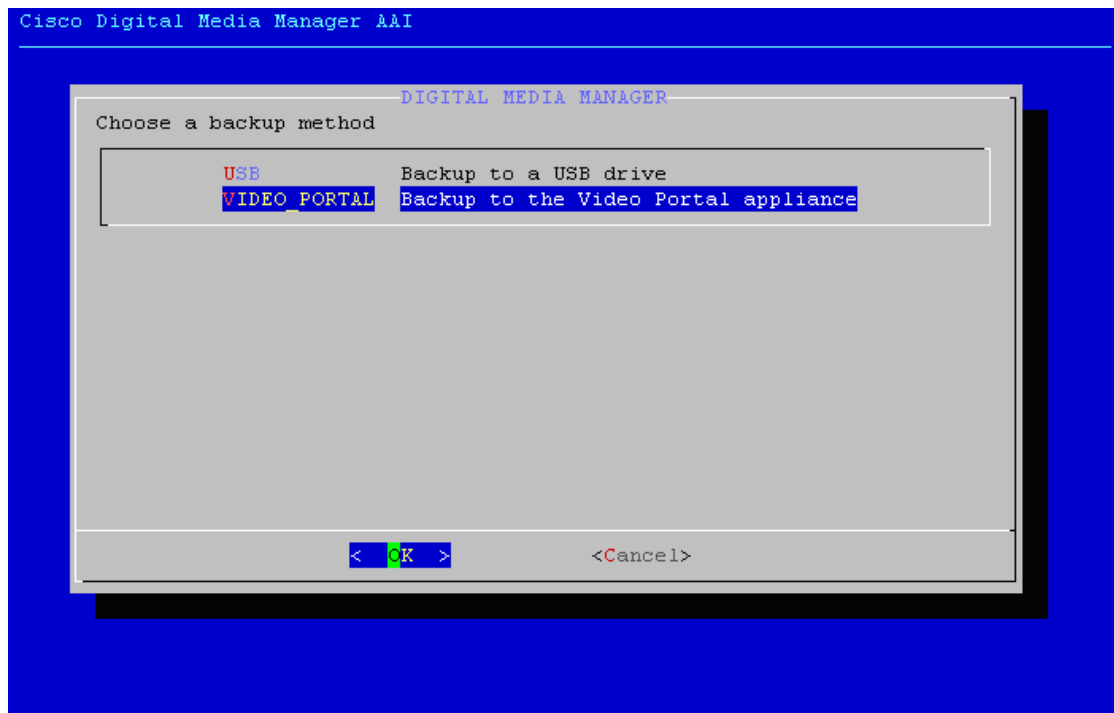**Step 1** To back up DMM to a USB drive or video portal server appliance, log in to the DMM server appliance appliance administration interface (AAI), and select **DMM_CONTROL** as shown:
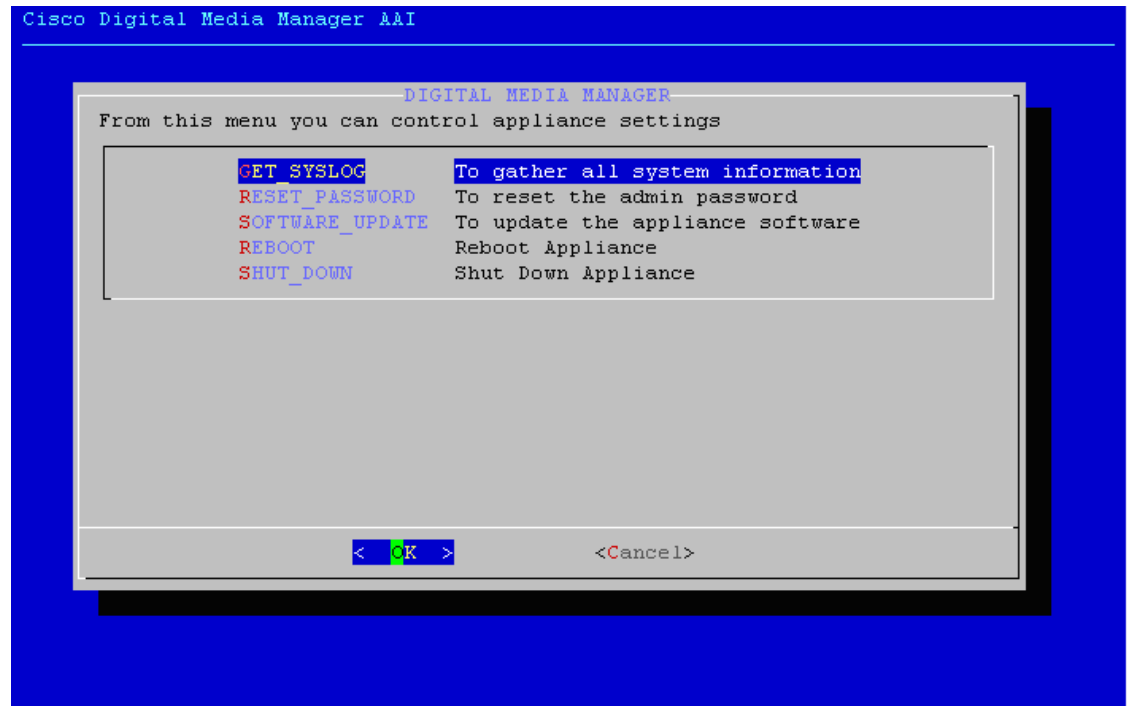
**Step 2** To back up or restore the DMM, select `BACKUP_DMM` as shown:

**Step 3**    Choose a method for your backup. You can choose to back up to either a USB drive or the video portal appliance, as shown:

**Step 4**    Reboot the appliance by choosing the **REBOOT** option in the Appliance_Control section:

Cisco Digital Media Manager AAI

DIGITAL MEDIA MANAGER
From this menu you can control appliance settings

| GET_SYSLOG | To gather all system information |
| RESET_PASSWORD | To reset the admin password |
| SOFTWARE_UPDATE | To update the appliance software |
| REBOOT | Reboot Appliance |
| SHUT_DOWN | Shut Down Appliance |

`<   OK   >`        `<Cancel>`

**Step 5**    Select **Yes** to reboot the appliance, and press **Enter**.

**Step 6** Turn on the power to the server appliance and insert the recovery CD. If you can see the following screen briefly, the server appliance is booting from the recovery CD.
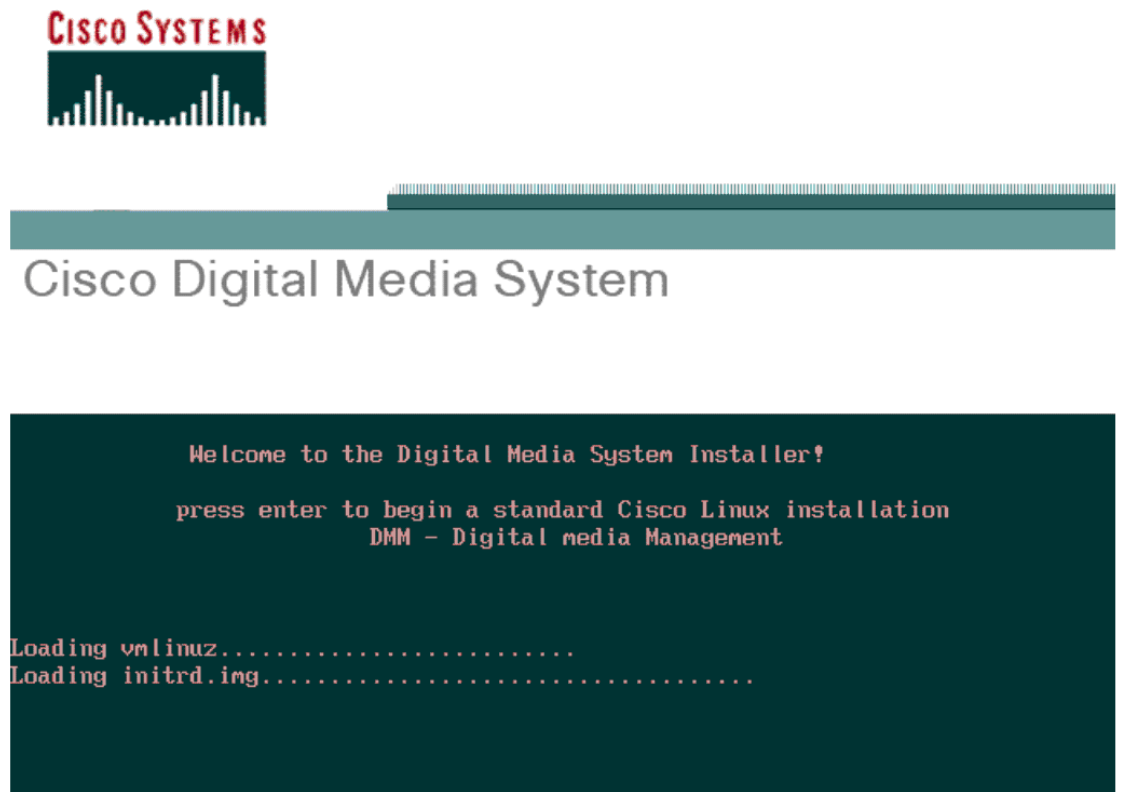
**Step 7** The recovery process takes about two minutes for initial loading, then asks for your confirmation to overwrite the existing system. Overwriting erases all the existing data on the DMM server appliance.

By default **No** is selected. Use the **Tab** key to navigate to **Yes** and press **Enter** to proceed.
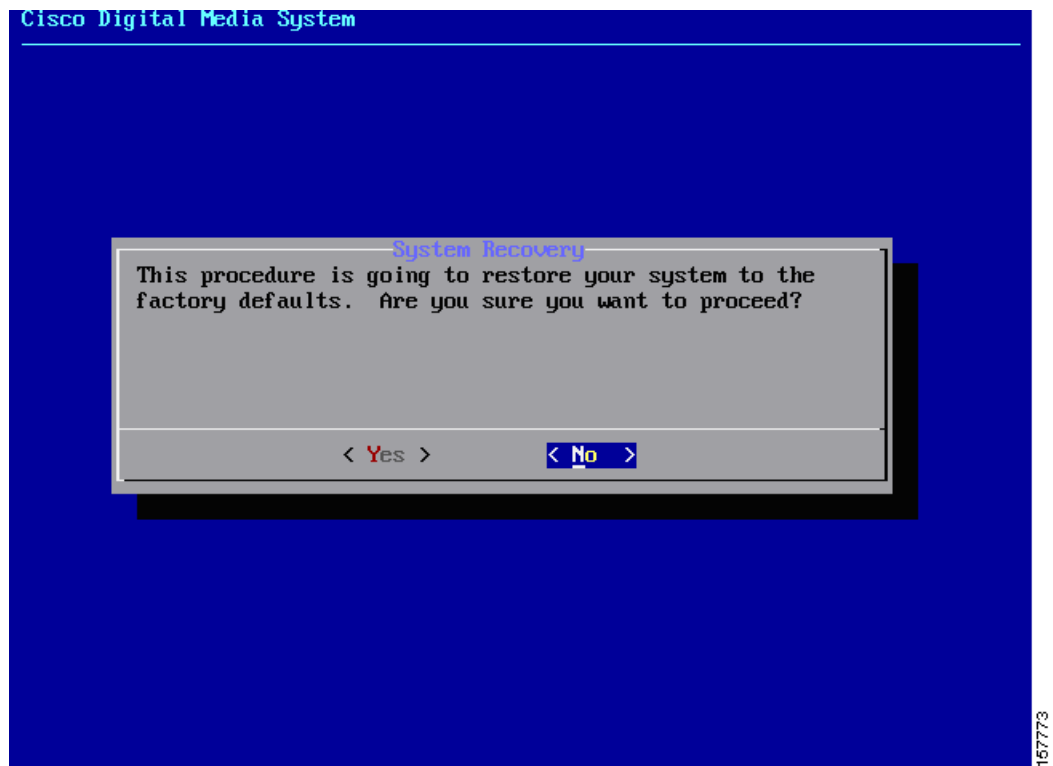
The file system formatting screen is displayed:

```
Cisco Digital Media System




                     ┤ Formatting ├
    Formatting / file system...
    ┌───────────────────────────────────────────┐
    │████████                11%                 │
    └───────────────────────────────────────────┘




        For technical support  --- http://www.cisco.com/support
```
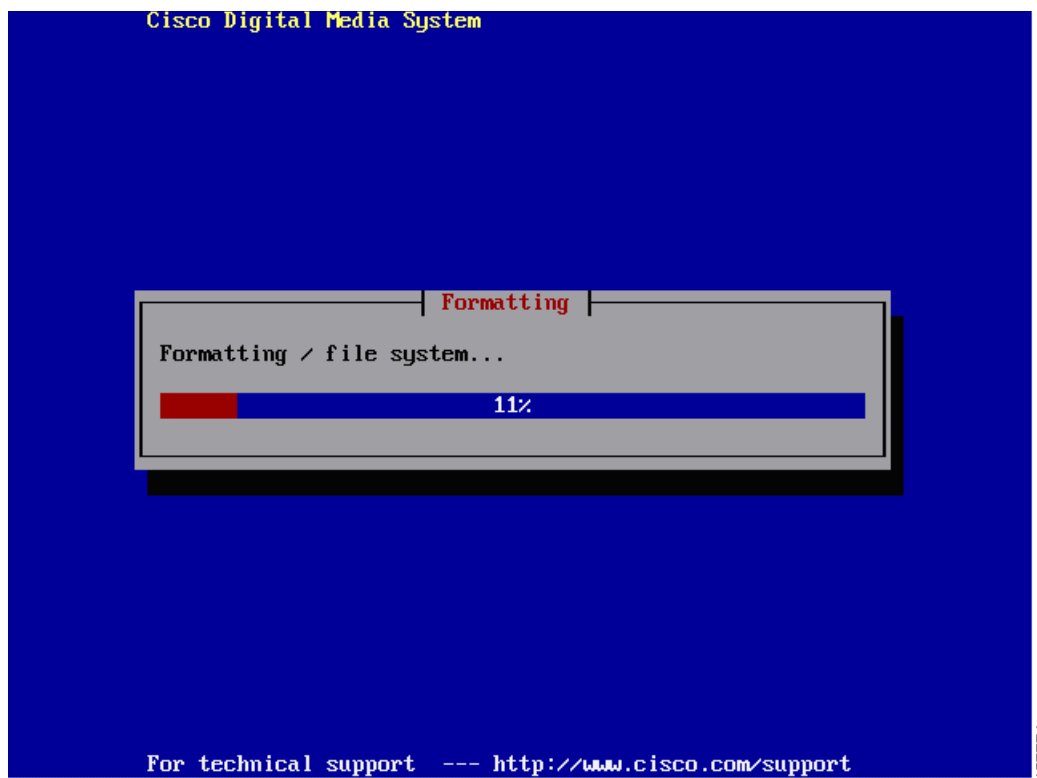
The package installation screen is displayed:
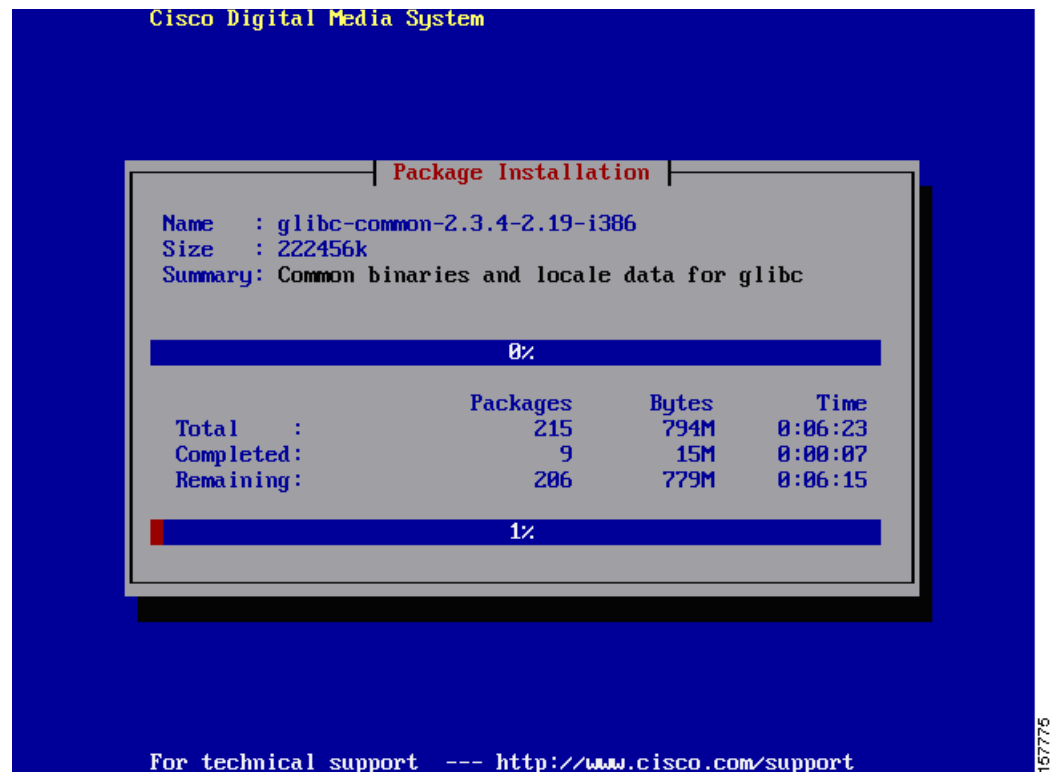
The post-installation screen is displayed:
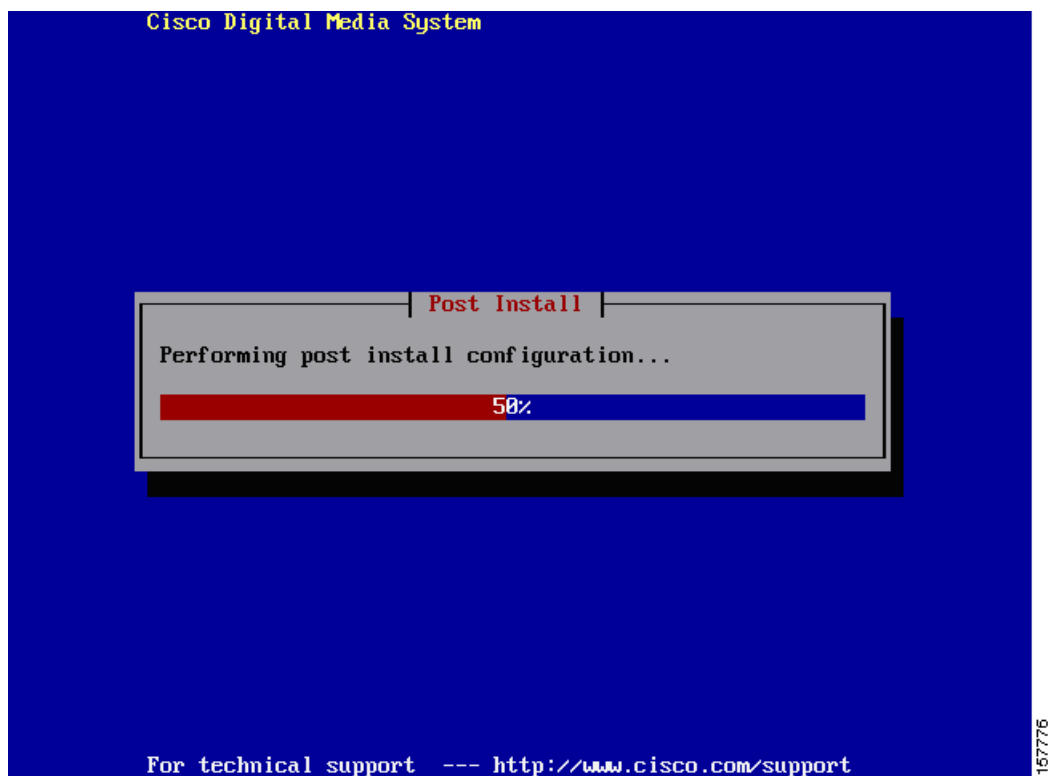
After the installation completes, the server appliance reboots with the following message:

```
sending termination signals...done
sending kill signals...done
disabling swap...
        /tmp/cciss/c0d0p9
unmounting filesystems...
        /mnt/runtime done
        disabling /dev/loop0
        /proc/bus/usb done
        /proc done
        /dev/pts done
        /sys done
        /tmp/ramfs done
        /selinux done
        /mnt/sysimage/boot done
        /mnt/sysimage/dm2 done
        /mnt/sysimage/proc done
        /mnt/sysimage/sys done
        /mnt/sysimage/tmp done
        /mnt/sysimage/usr done
        /mnt/sysimage/var/log done
        /mnt/sysimage/var/spool done
        /mnt/sysimage/var done
        /mnt/sysimage/selinux done
        /mnt/sysimage/dev done
        /mnt/sysimage done
rebooting system
md: stopping all md devices.
md: md0 switched to read-only mode.
```

**Step 8**  The first time you boot the Digital Media Manager server appliance, the first boot configuration tool starts automatically and opens the DMS appliance administration interface (AAI). Press **Enter** when the following screen is displayed.
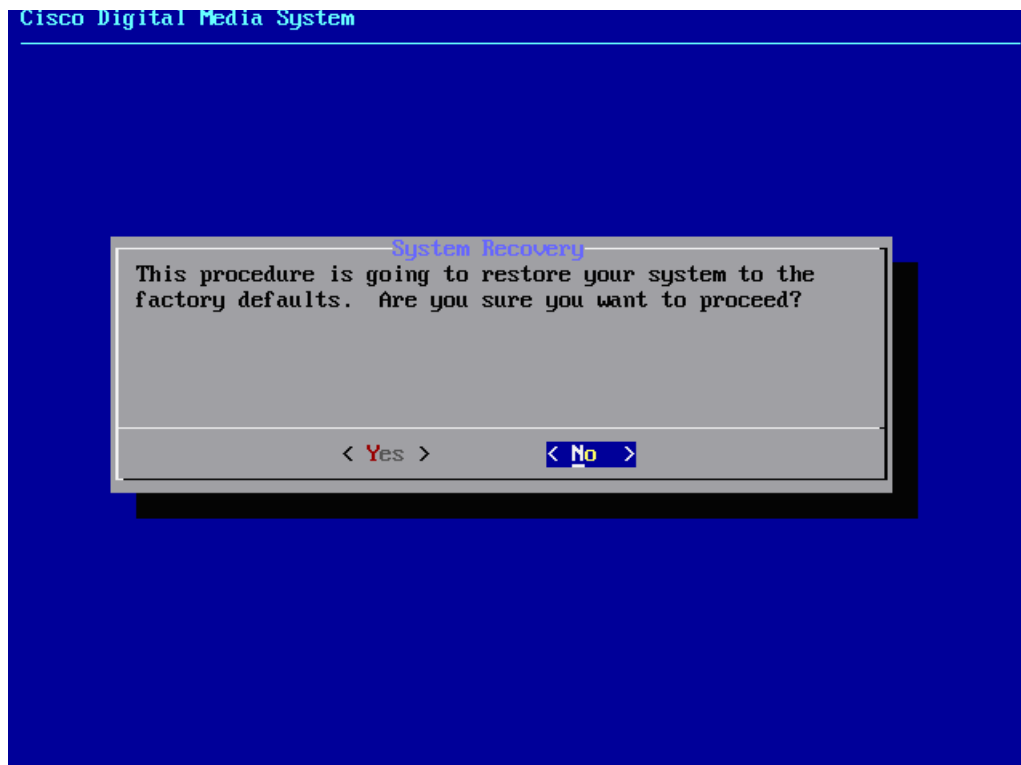
**Step 9** In the **HOSTNAME Configuration** screen, enter the hostname of the appliance.

The following screen shows an example of the hostname of the appliance being set to **server.example.com**.
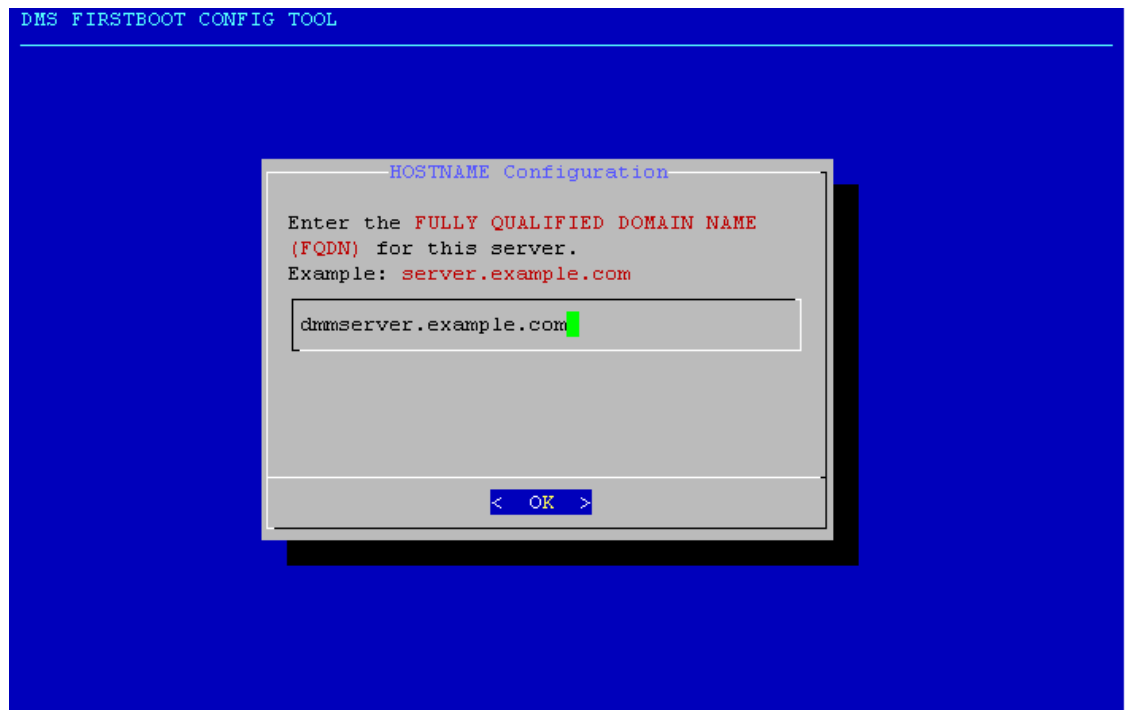
**Step 10** The DHCP configuration screen is displayed.

If the server appliance gets the IP address automatically from the DHCP server, select **Yes**.

✎
**Note** Cisco does not recommend using DHCP for the DMM server appliance.
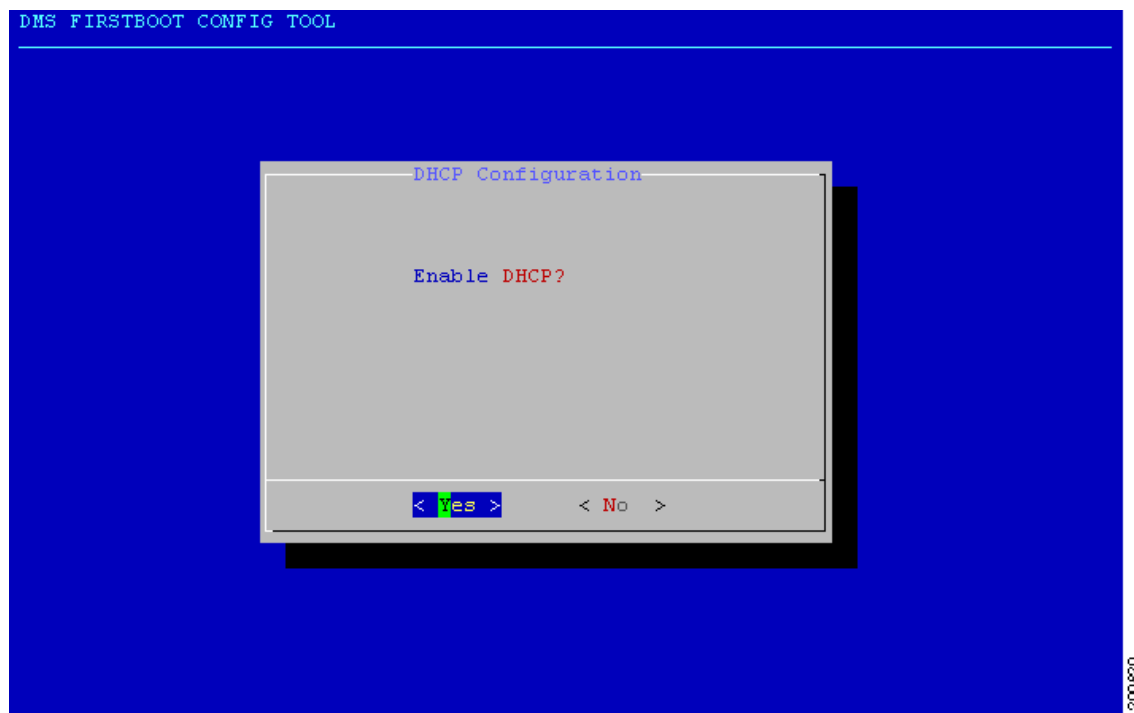
**Step 11** If DHCP is not enabled, enter the IP address, subnet mask, default gateway, primary DNS and, if available, a secondary DNS in the Configure TCPIP screen.

If DHCP is enabled, skip the following section and go to time zone configuration (Step 17).

```
DMS FIRSTBOOT CONFIG TOOL
────────────────────────────────────────────────────────

                    ┌────────── CONFIGURE TCP/IP ──────────┐
                    │ Please enter the Network Information below:
                    │
                    │ IP ADDRESS:       192.0.2.210
                    │ SUBNET MASK:      255.255.255.0
                    │ DEFAULT GATEWAY:  192.0.2.1
                    │ PRIMARY DNS:      ns1.example.com
                    │ SECONDARY DNS:    ns2.example.com
                    │
                    │
                    │              <  OK  >
                    └──────────────────────────────────────┘
```
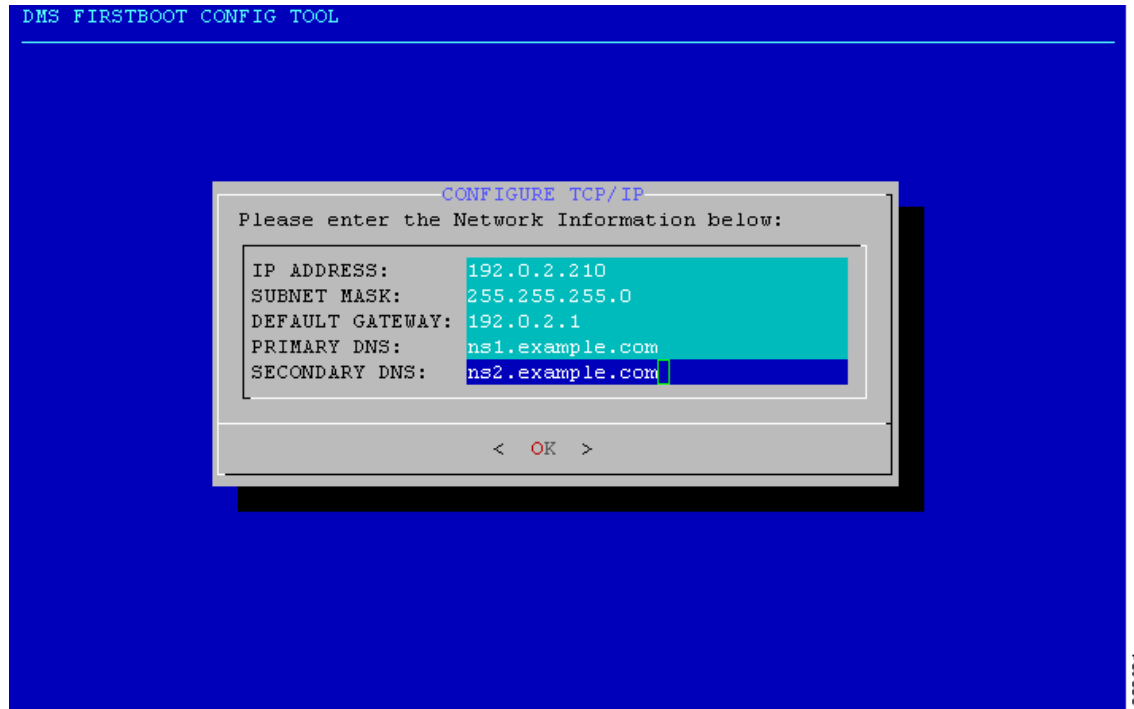
**Step 12** Confirm the network settings. The following example reflects the sample configurations specified above. Press **Enter** if all the information is correct. If the information is incorrect, use the arrow keys to navigate to **No** and press **Enter** to re-configure your settings.

```
DMS FIRSTBOOT CONFIG TOOL
─────────────────────────────────────────────────────────────────

              ┌─────── Network Configuration CONFIRMATION ───────┐
              │ Confirm the Network Settings:                    │
              │                                                  │
              │                                                  │
              │ Hostname: dmmserver.example.com                  │
              │ IP Address: 192.0.2.210                          │
              │ Subnet Mask: 255.255.255.0                       │
              │ Default Gateway: 192.0.2.1                       │
              │ Primary DNS: ns1.example.com                     │
              │ Secondary DNS: ns2.example.com                   │
              │                                                  │
              │                                                  │
              │                                                  │
              │         <  Yes  >          <  No  >              │
              └──────────────────────────────────────────────────┘
```
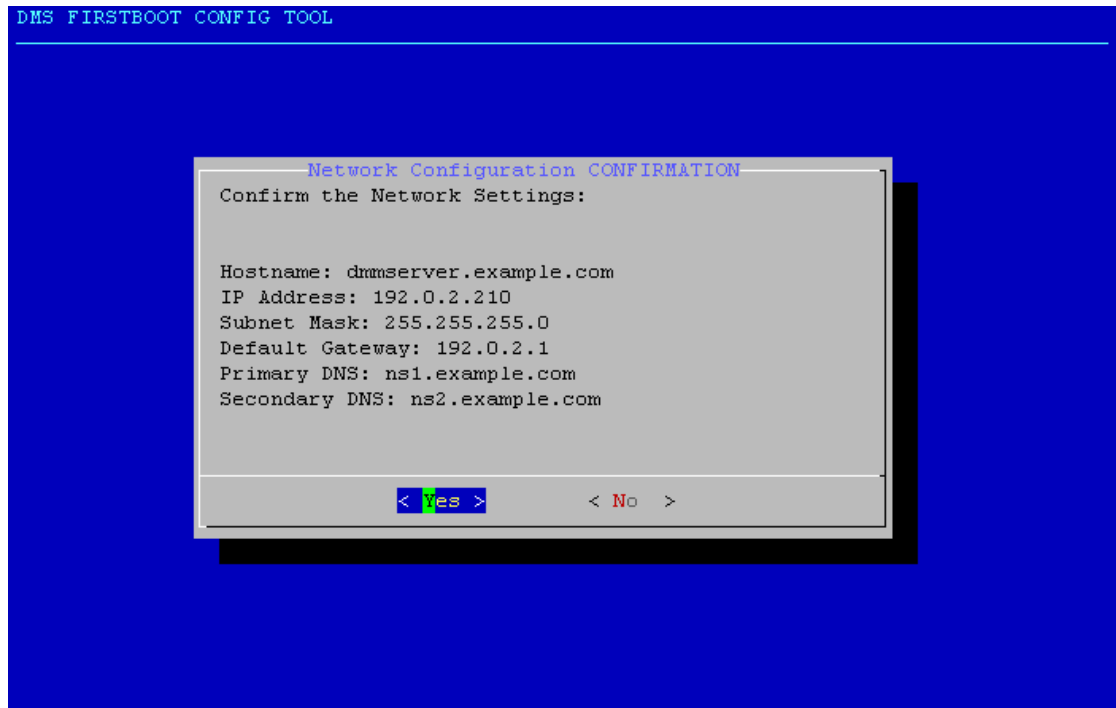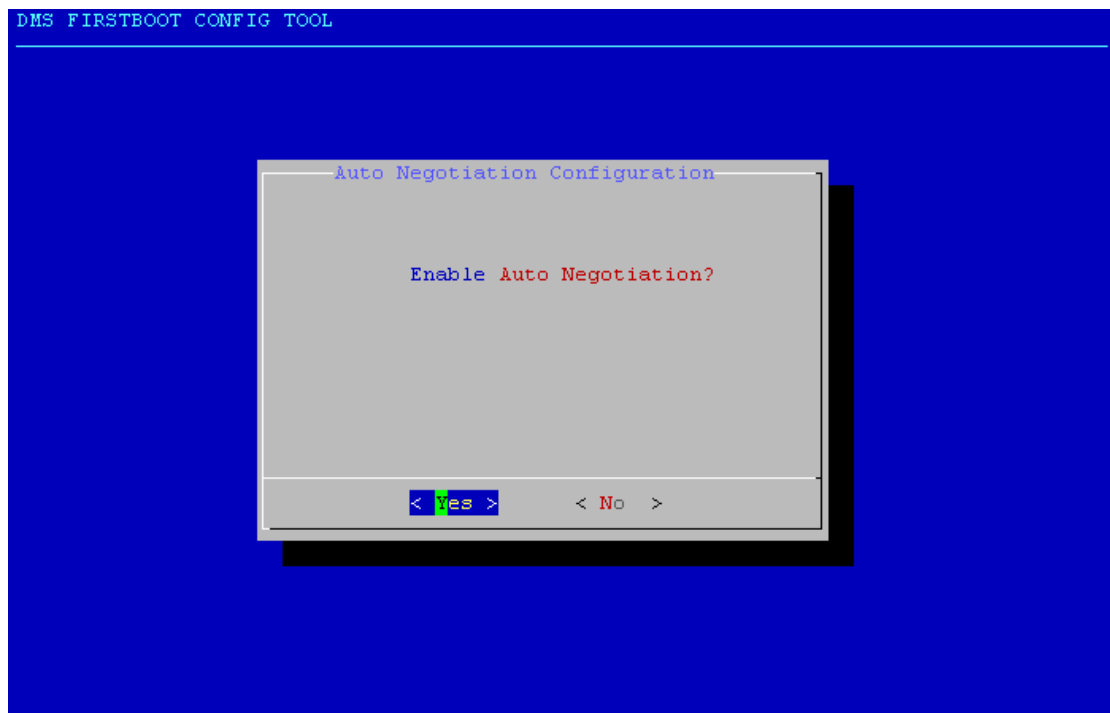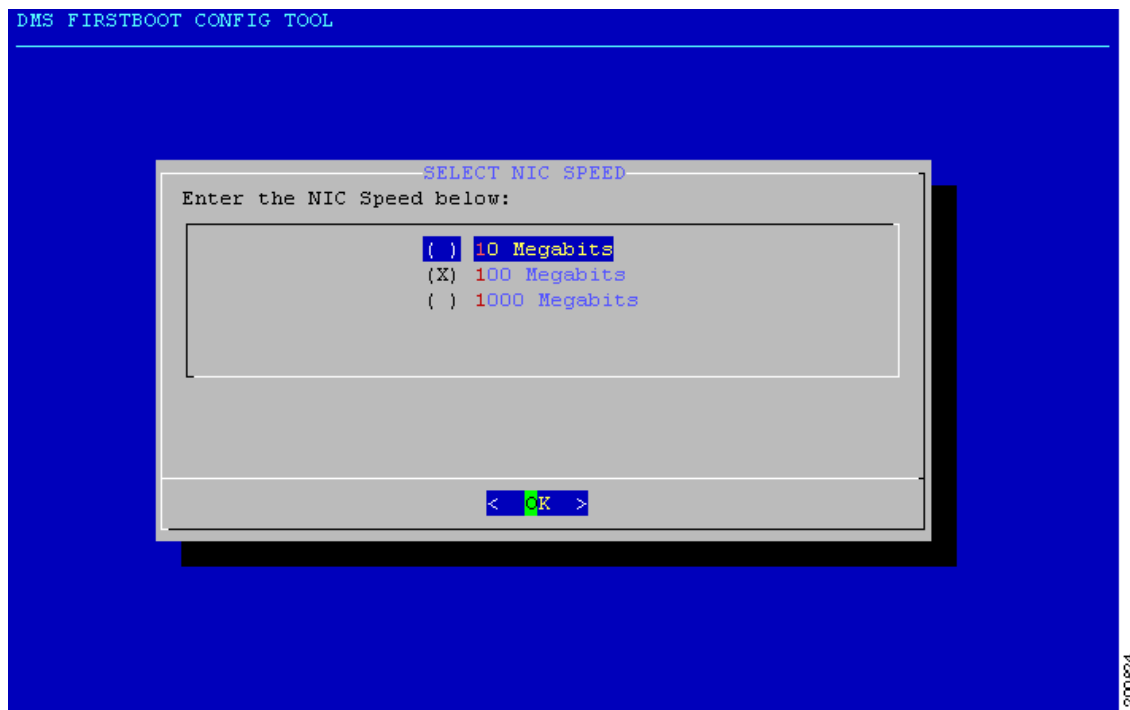
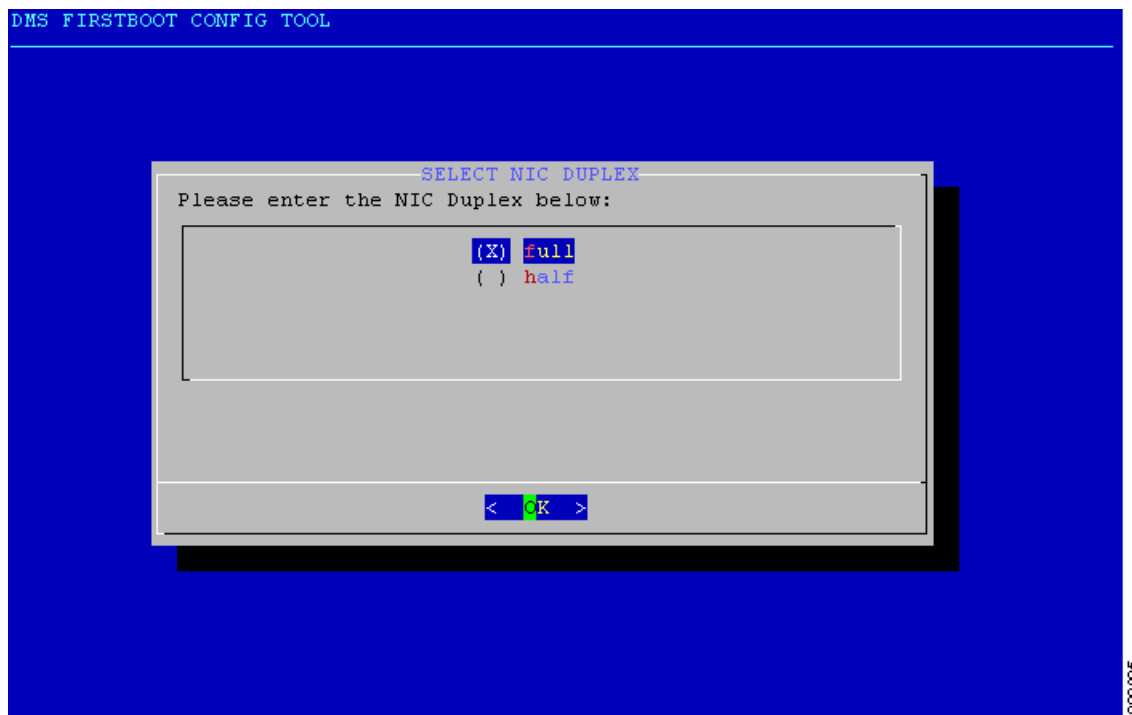Wait until the network settings are applied.

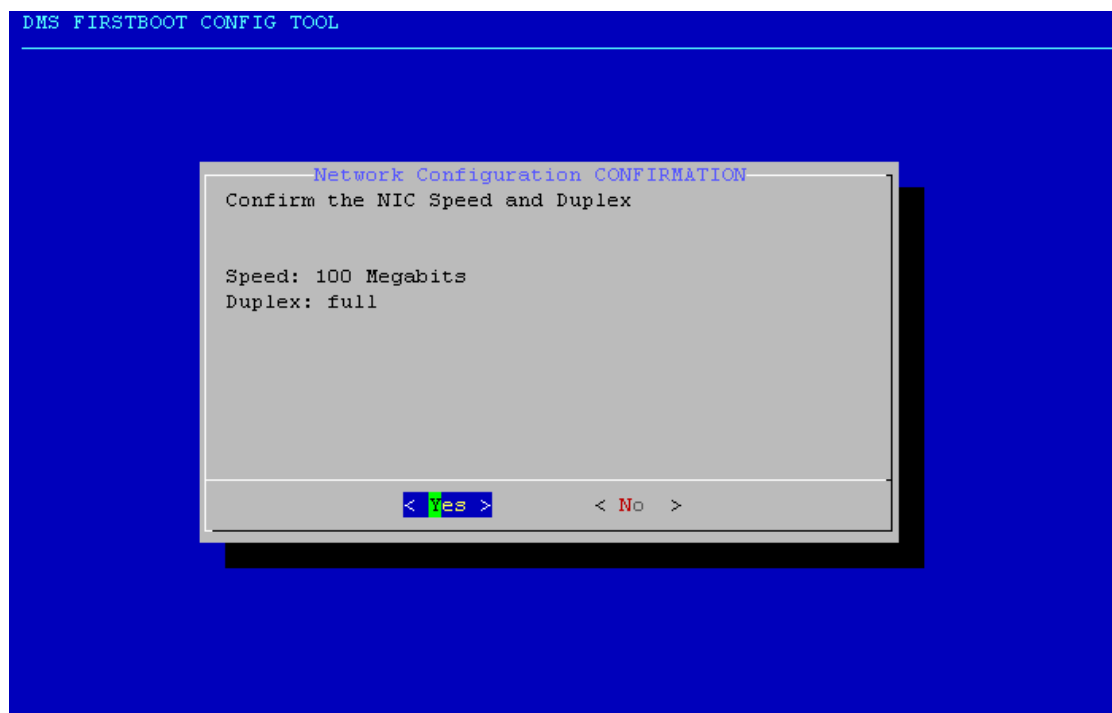**Step 13** If your network infrastructure requires you to manually specify network negotiation settings, select **No**.

**Step 14**   If you turned on autonegotiation, go to time zone configuration (Step 17).

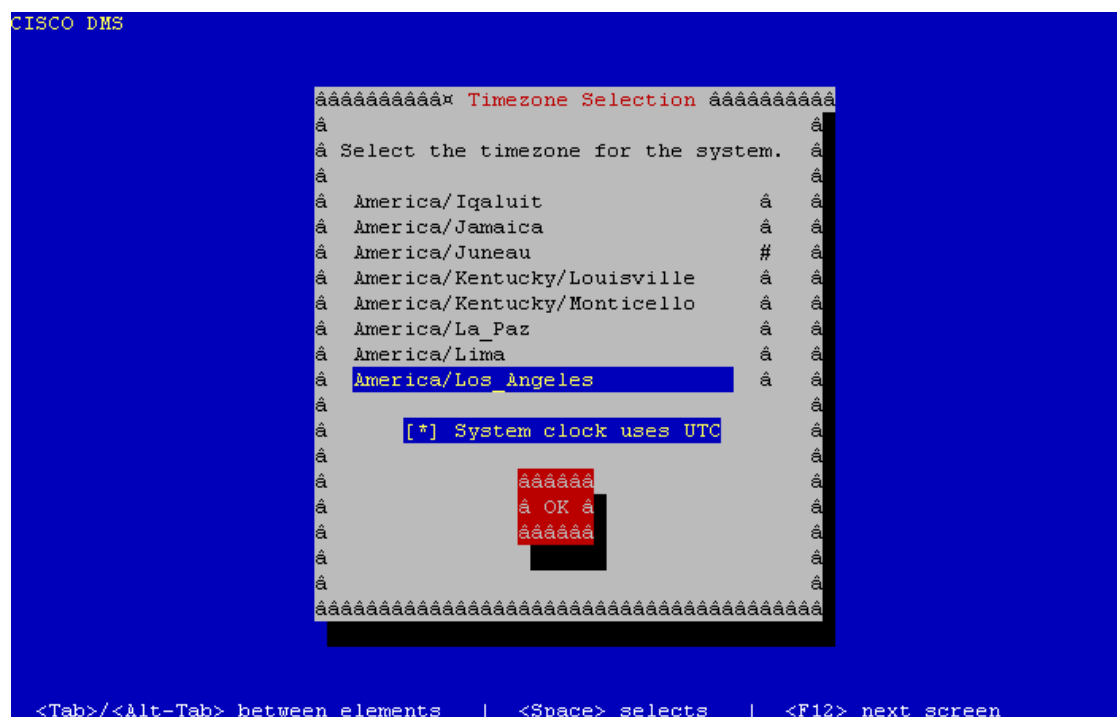If autonegotiation is not turned on, set the NIC speed to 10, 100, or 1000 Megabits.

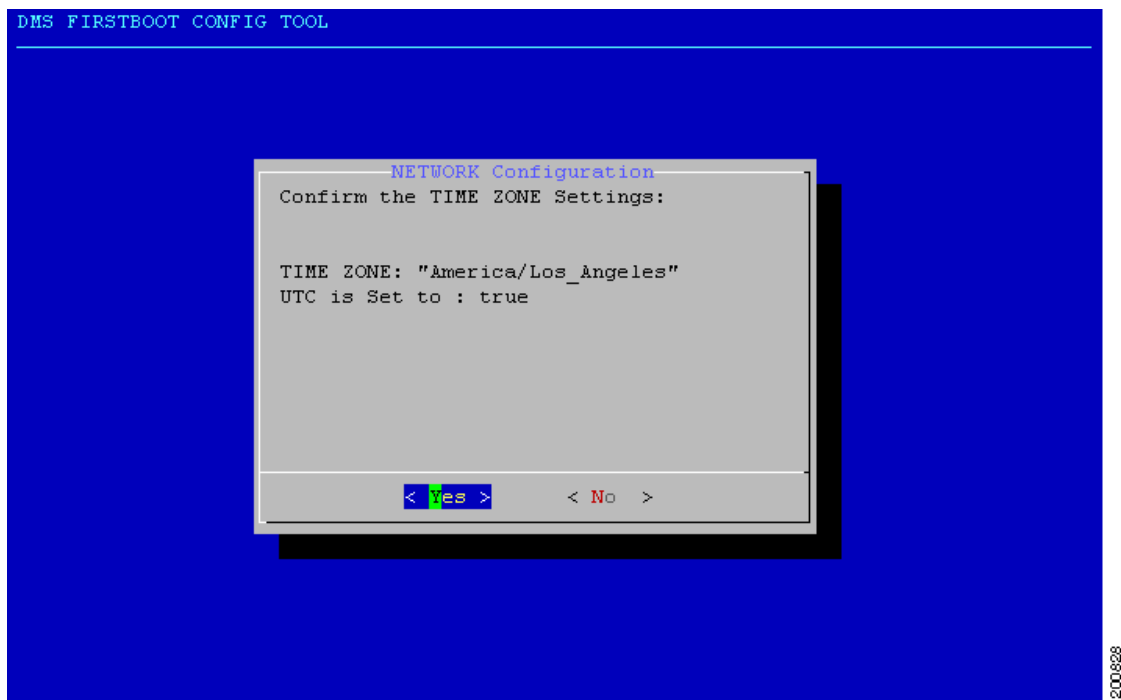

**Step 15**   Set your NIC to either full or half duplex.

**Step 16** Confirm the NIC speed and duplex settings.

```
DMS FIRSTBOOT CONFIG TOOL

        ┌──────── Network Configuration CONFIRMATION ────────┐
        │ Confirm the NIC Speed and Duplex                   │
        │                                                    │
        │                                                    │
        │ Speed: 100 Megabits                                │
        │ Duplex: full                                       │
        │                                                    │
        │                                                    │
        │                                                    │
        │                                                    │
        │                                                    │
        │         < Yes >            < No  >                 │
        └────────────────────────────────────────────────────┘
```

**Step 17** Configure the time zone. Select the time zone using the up and down arrow. Press **Tab** and then press **Space** to select and deselect `System clock uses UTC`. Press **Tab** again to navigate to the `OK` button and press **Enter**.

```
CISCO DMS

        ââââââââââ¤ Timezone Selection ââââââââââ
        â                                       â
        â Select the timezone for the system.   â
        â                                       â
        â  America/Iqaluit                   â  â
        â  America/Jamaica                   â  â
        â  America/Juneau                    #  â
        â  America/Kentucky/Louisville       â  â
        â  America/Kentucky/Monticello       â  â
        â  America/La_Paz                    â  â
        â  America/Lima                      â  â
        â  America/Los_Angeles               â  â
        â                                       â
        â     [*] System clock uses UTC         â
        â                                       â
        â         ââââââ                        â
        â         â OK â                        â
        â         ââââââ                        â
        â                                       â
        ââââââââââââââââââââââââââââââââââââââââ

    <Tab>/<Alt-Tab> between elements   |   <Space> selects   |   <F12> next screen
```

**Step 18** Confirm the time zone setting. Press **Enter** if all the information is correct. If any information is incorrect, use the arrow keys to navigate to **No** and press **Enter** to re-configure your settings.

```
DMS FIRSTBOOT CONFIG TOOL
─────────────────────────────────────────────────────────────────

                    ┌──────── NETWORK Configuration ────────┐
                    │  Confirm the TIME ZONE Settings:       │
                    │                                        │
                    │                                        │
                    │  TIME ZONE: "America/Los_Angeles"      │
                    │  UTC is Set to : true                  │
                    │                                        │
                    │                                        │
                    │                                        │
                    │                                        │
                    │                                        │
                    │      < Yes >          < No  >          │
                    └────────────────────────────────────────┘
```

**Step 19**   Select the date. Press **Tab** and use the up and down arrows to change the month. Press **Tab** and use the up and down arrows to change the year. Press **Tab** and use the up and down arrows and left and right arrows to select day, **Tab** to the **OK** button and press **Enter** to submit the information.
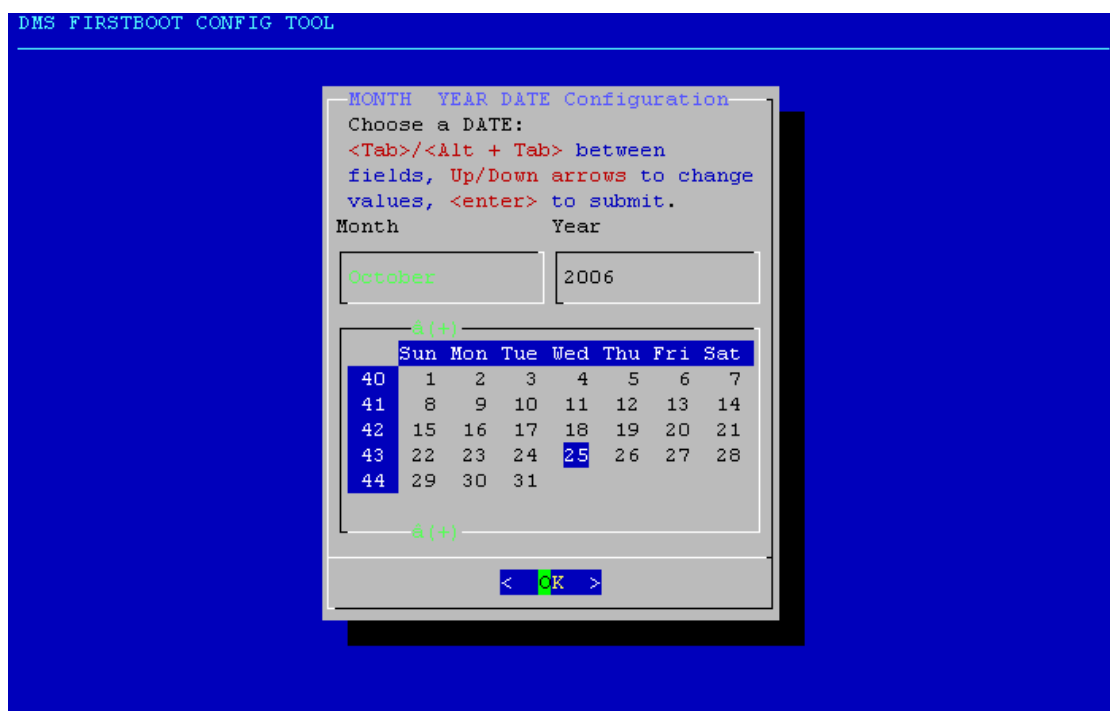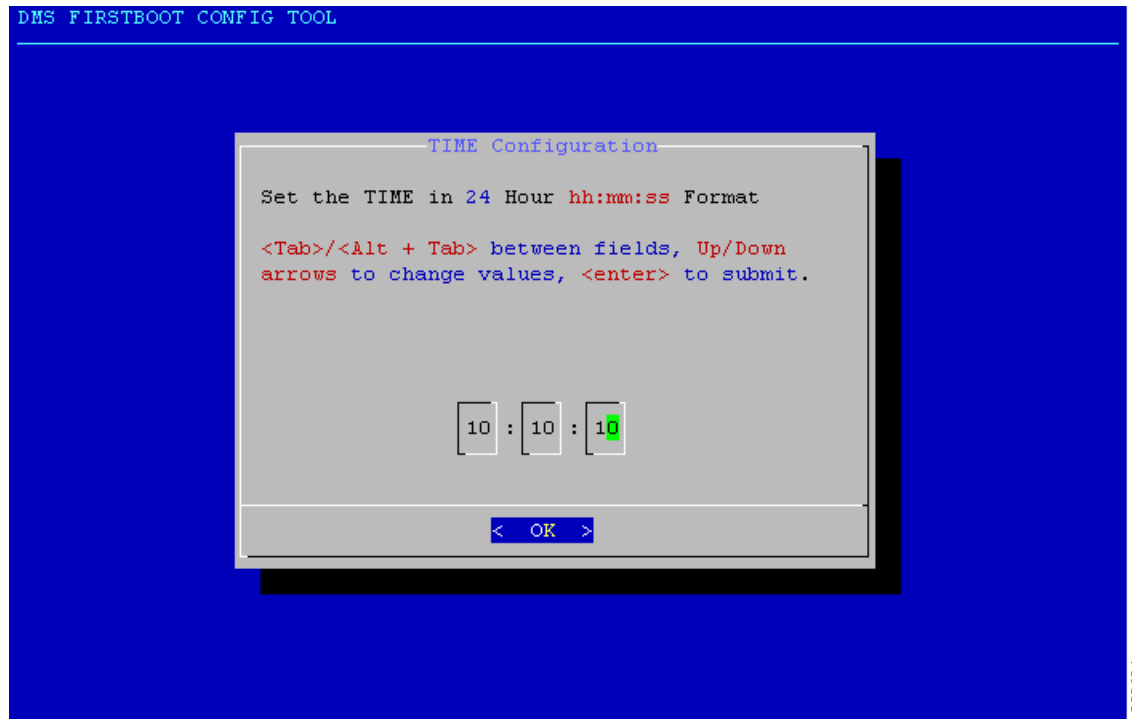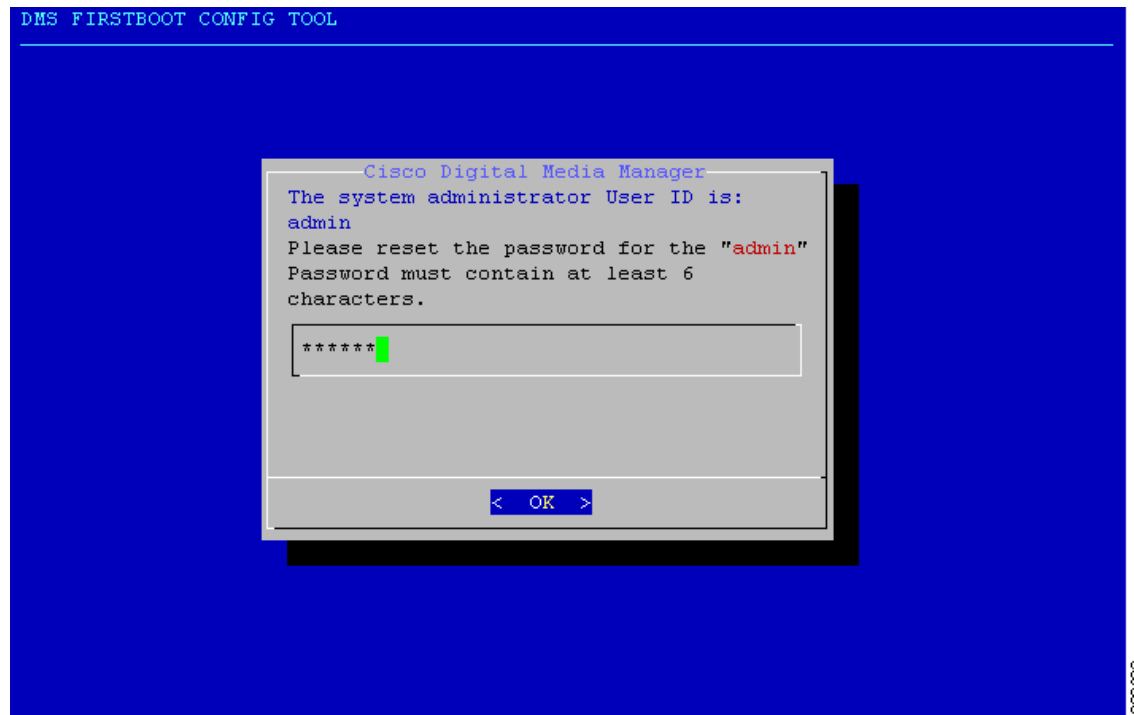
**Step 20** Confirm the date. Press **Enter** if the information is correct. If you need to change the information, use the arrow keys to navigate to **No** and press **Enter** to reconfigure your settings.
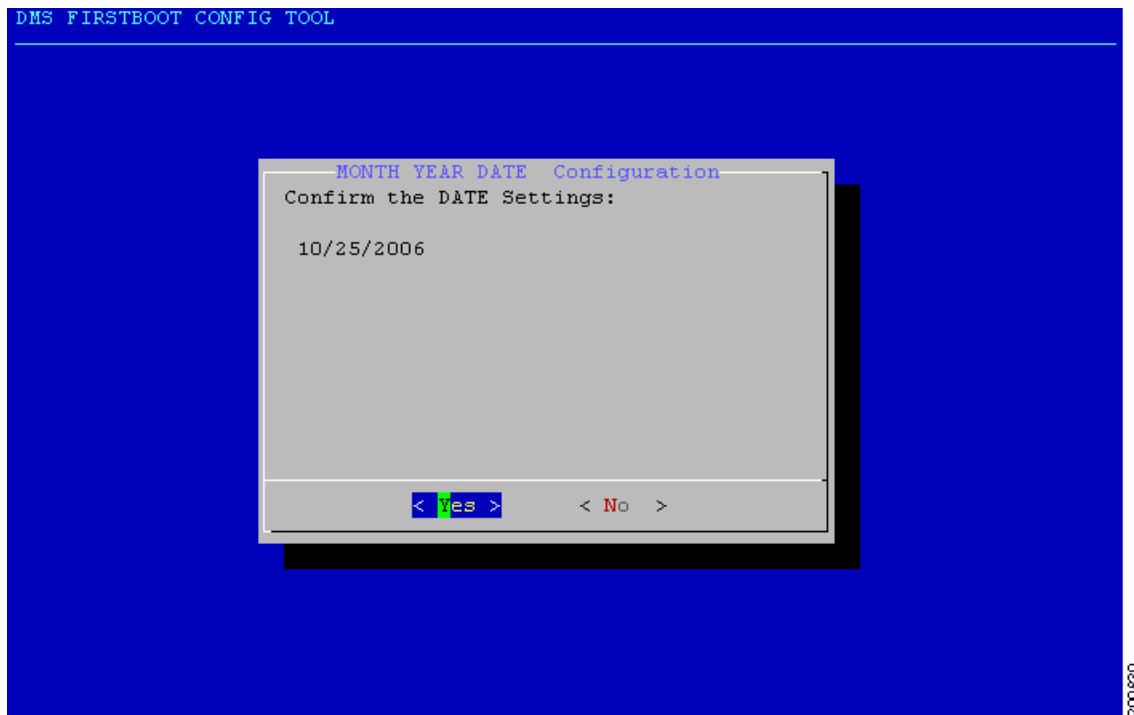
**Step 21**   Select the time in 24-hour format. Press **Tab** and use the up and down arrows to set the hour. Press **Tab** and use the up and down arrows to set the minutes. Press **Tab** and use the up and down arrows to set the seconds. Press **Tab** and select the **OK** button; press **Enter** to submit the information.

```
DMS FIRSTBOOT CONFIG TOOL
```

```
┌────────────── TIME Configuration ──────────────┐
│                                                 │
│  Set the TIME in 24 Hour hh:mm:ss Format        │
│                                                 │
│  <Tab>/<Alt + Tab> between fields, Up/Down      │
│  arrows to change values, <enter> to submit.    │
│                                                 │
│                                                 │
│                                                 │
│                                                 │
│              │10│ : │10│ : │10│                 │
│                                                 │
│                                                 │
│                   <   OK   >                    │
│                                                 │
└─────────────────────────────────────────────────┘
```

200831

**Step 22**   Confirm the time. Press **Enter** if all the information is correct. If any information is incorrect, use the arrows to navigate to **No** and press **Enter** to reconfigure your settings.
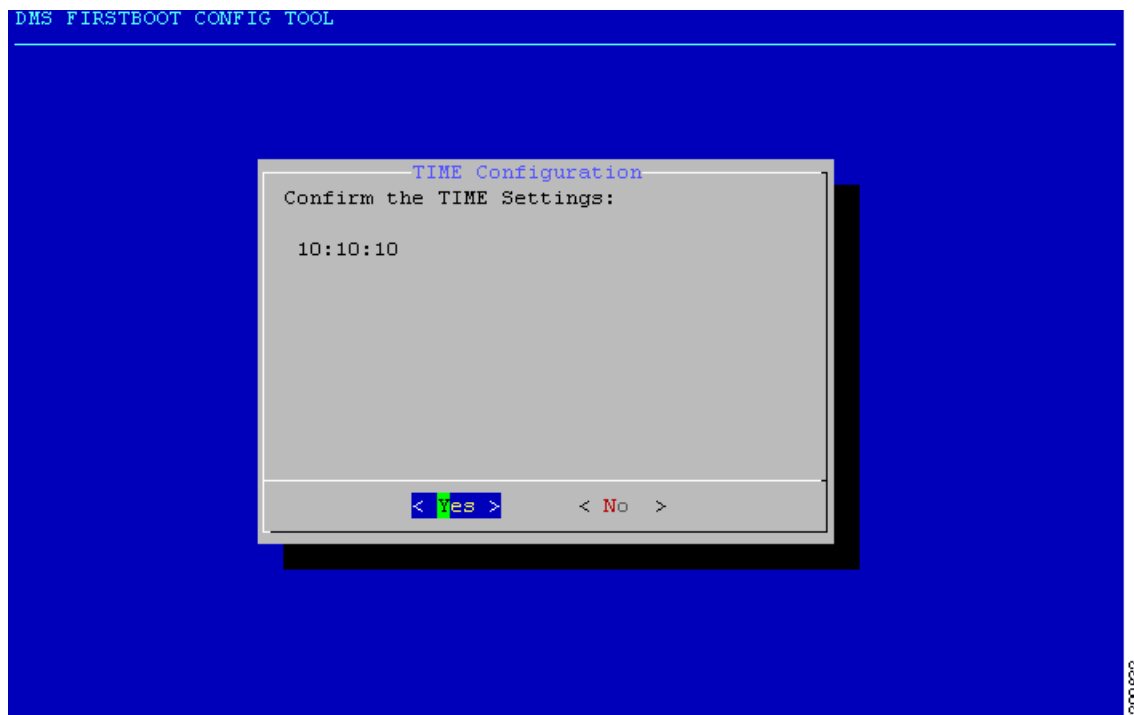
**Step 23** Set the password for **admin**. **admin** is the default administrator account for this server appliance. Your password cannot be null. There are no other password rules.
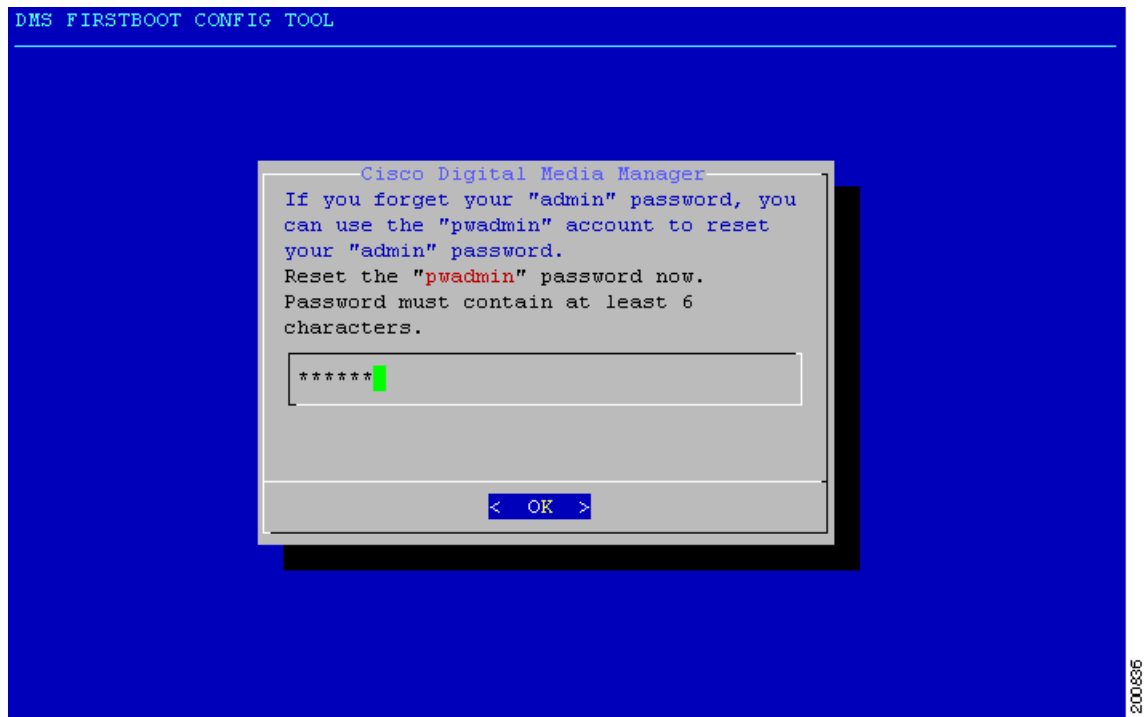
```
DMS FIRSTBOOT CONFIG TOOL
_____

            ┌──────────Cisco Digital Media Manager───────────┐
            │ The system administrator User ID is:           │
            │ admin                                          │
            │ Please reset the password for the "admin"      │
            │ Password must contain at least 6               │
            │ characters.                                    │
            │                                                │
            │  ┌──────────────────────────────────────────┐  │
            │  │ ******                                   │  │
            │  └──────────────────────────────────────────┘  │
            │                                                │
            │                                                │
            │                                                │
            │              < OK  >                           │
            └────────────────────────────────────────────────┘
```

**Step 24**    Confirm the password for `admin` user.
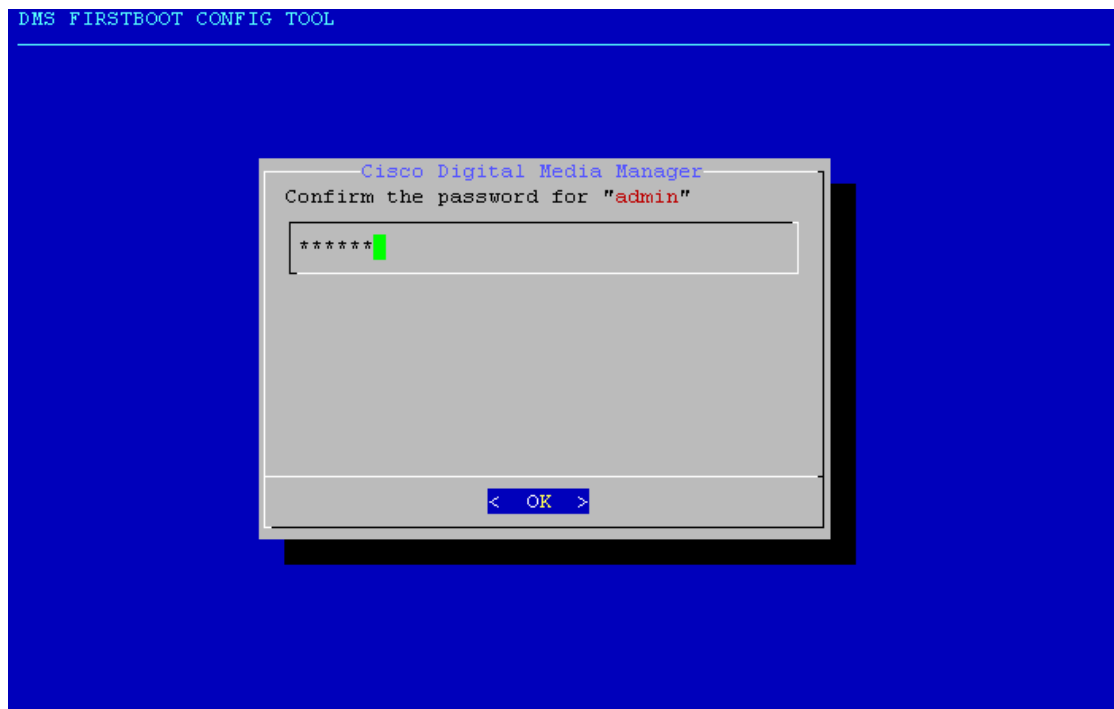
**Step 25**    A confirmation screen is displayed for your `admin` password change. Press **Enter** to continue.

```
DMS FIRSTBOOT CONFIG TOOL
```



```
          Cisco Digital Media Manager


        PASSWORD SUCCESSFULLY CHANGED FOR "admin"




                    <  OK  >
```
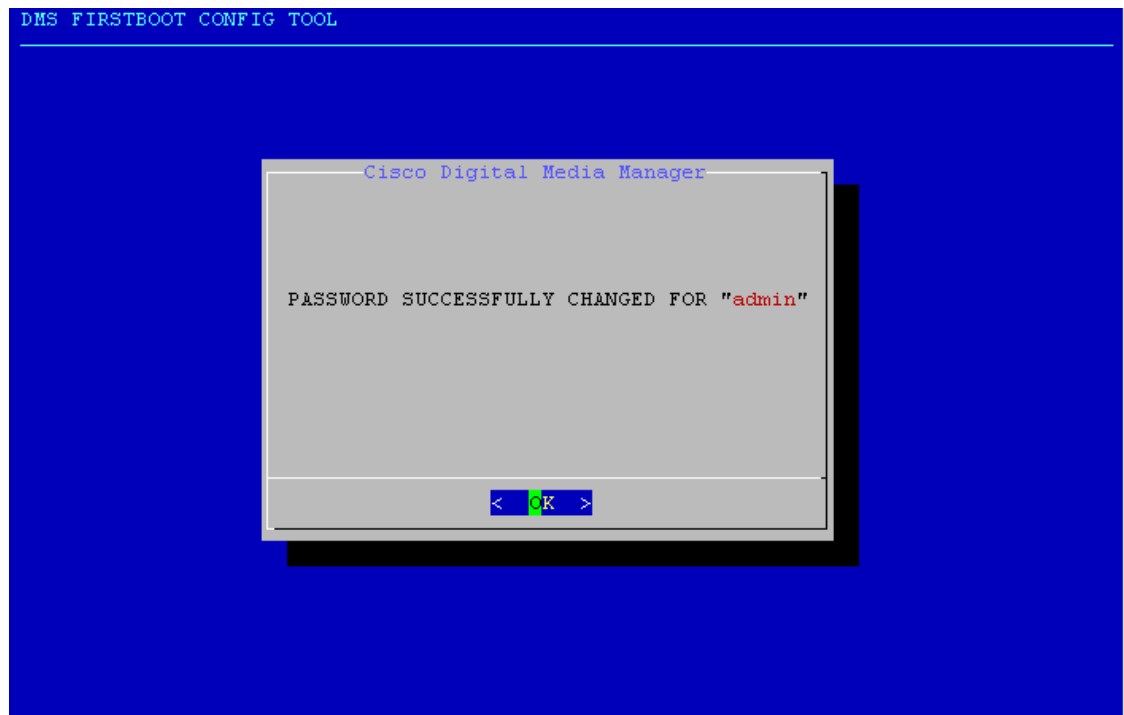
**Step 26** Set the password for **pwadmin** user.The **pwadmin** account allows you to reset your **admin** user password (for example, if you forget it). The password cannot be null. There are no other password rules.

```
DMS FIRSTBOOT CONFIG TOOL
_____


            ─────Cisco Digital Media Manager─────
            If you forget your "admin" password, you
            can use the "pwadmin" account to reset
            your "admin" password.
            Reset the "pwadmin" password now.
            Password must contain at least 6
            characters.

            ┌──────────────────────────────────┐
            │ ******                           │
            └──────────────────────────────────┘



                      <   OK   >
```

**Step 27** Confirm the password for `pwadmin` user.
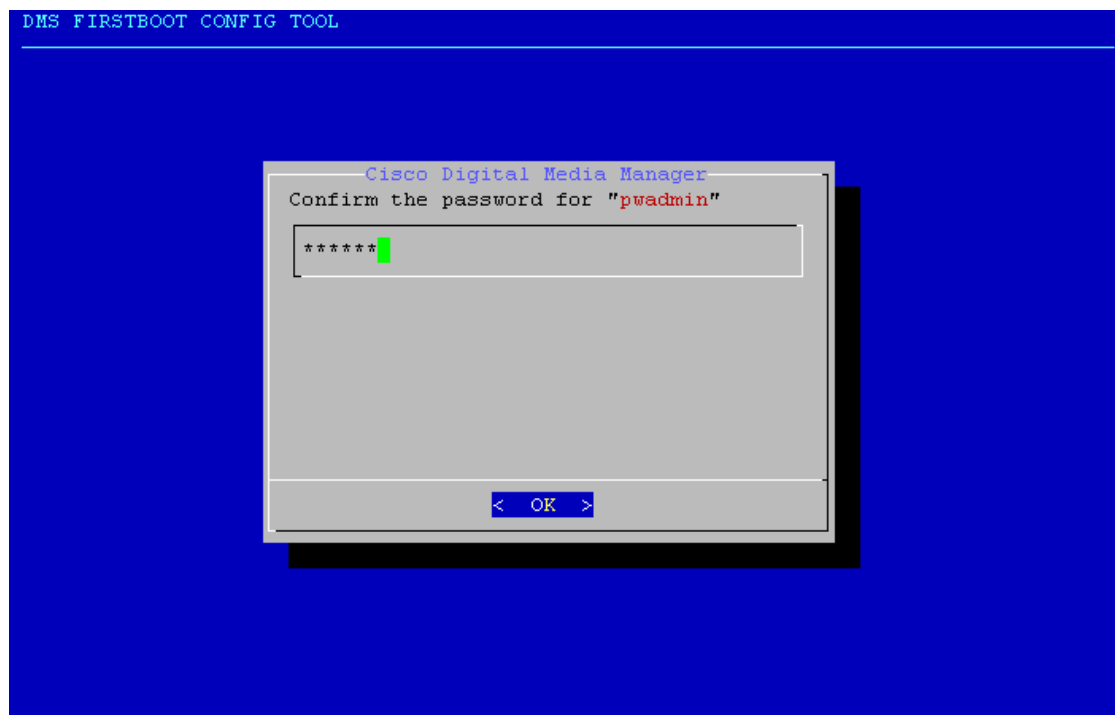
**Step 28**    A confirmation screen is displayed for your `pwadmin` password change. Press **Enter** to continue.
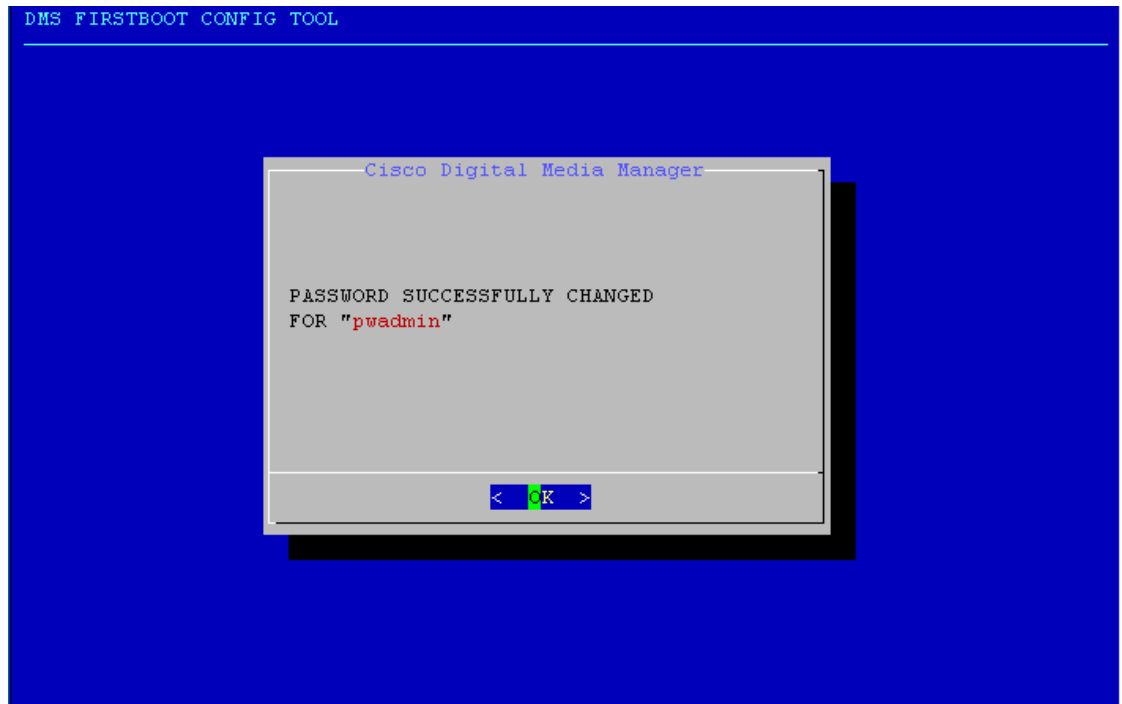


The following screen appears, confirming the end of the first boot.
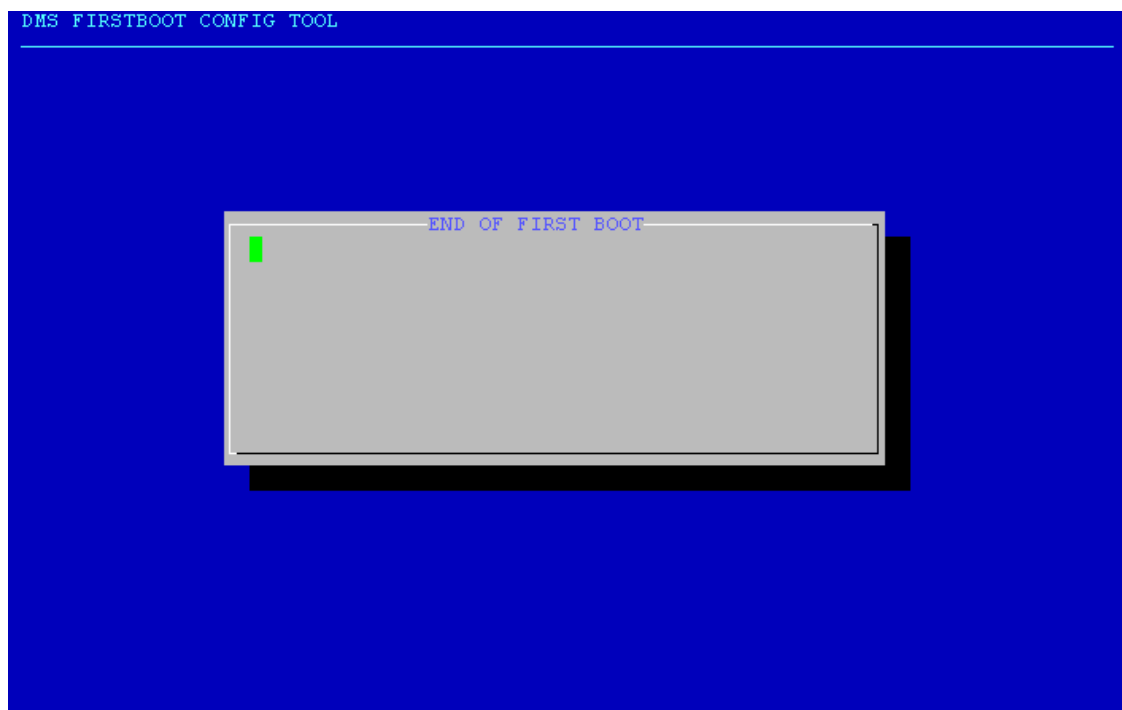
You can now log in through the AAI as `admin` using the new password, or as `pwadmin` using the new password.



**Step 29** To restore the DMM from your backup device, log in to the DMM server appliance AAI.

**Step 30** To restore the DMM, select `DMM_CONTROL` and `RESTORE_DMM` in the following screen.
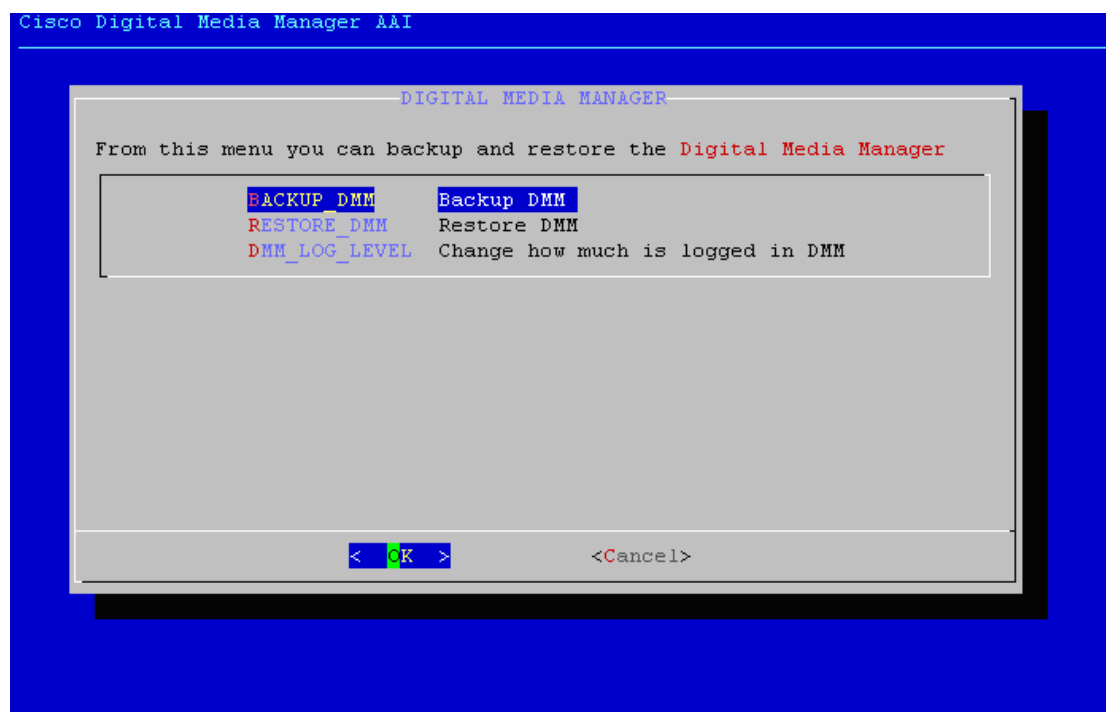


**Step 31** To restore from your backup device, choose a restore method, and press **Enter** when you see the following screen.
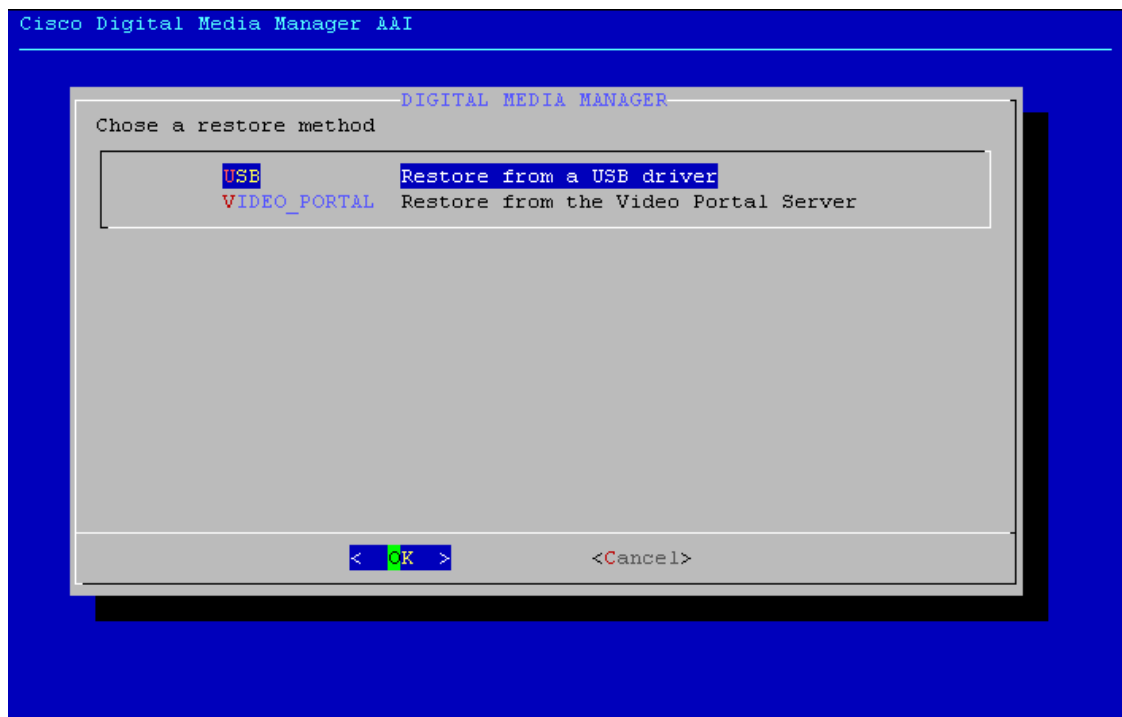
## Related Documentation

Refer to the Cisco Digital Media System Documentation Roadmap for a list of related documentation:

http://www.cisco.com/US/products/ps6681/products_documentation_roadmap09186a0080720650.html

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

### Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/techsupport

You can access the Cisco web site at this URL:

http://www.cisco.com

You can access international Cisco web sites at this URL:

http://www.cisco.com/public/countries_languages.shtml

## Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco web site at this URL:

http://www.cisco.com/univercd/home/home.htm

The Product Documentation DVD is created monthly and is released in the middle of the month. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

http://www.cisco.com/go/marketplace/docstore

## Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

http://www.cisco.com/go/marketplace/docstore

If you do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

# Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

http://www.cisco.com/go/psirt

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

# Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only — security-alert@cisco.com

  An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered non-emergencies.

- For non-emergencies — psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

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**Tip**  We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.*x* through 9.*x*.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

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# Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: http://tools.cisco.com/RPF/register/register.do) Registered users can access the tool at this URL: http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en

# Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation web site on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Web Site

The Cisco Technical Support & Documentation web site provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The web site is available 24 hours a day at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support & Documentation web site requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

**Note** Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation web site by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

**Tip** Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com web site. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the **Technical Support & Documentation**.radio button.

To provide feedback about the Cisco.com web site or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411
Australia: 1 800 805 227
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is "down" or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

# Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

  http://www.cisco.com/go/guide

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the magazine for Cisco networking professionals. Each quarter, *Packet* delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can subscribe to *Packet* magazine at this URL:

  http://www.cisco.com/packet

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

  http://www.cisco.com/ipj

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

  http://www.cisco.com/en/US/products/index.html

- Networking Professionals Connection is an interactive web site where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

  http://www.cisco.com/discuss/networking

- "What's New in Cisco Documentation" is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of "What's New in Cisco Documentation" at this URL:

  http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html