



Release Notes for Cisco Digital Media System 4.0

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Note

This document might be updated at any time; the most recent revision is always available on Cisco.com.

DMS	<p>Cisco Digital Media System 4.0 (DMS) helps organizations of any size to:</p> <ul style="list-style-type: none">• Create, manage and deliver video content (whether live or on-demand) over an IP network to any general or targeted audience.• Create, manage and deliver digital signage content (including video, audio, text, multimedia, and web pages) over an IP network to any general or targeted audience.• Communicate with targeted customers, investors, press, and analysts.• Deliver critical information and training to employees, suppliers, and partners.• Deliver educational content to students.
This Document	<p>This document contains release note information for the hardware <i>and</i> software components of DMS 4.0. In addition, it contains ID numbers, headlines, and descriptions for each known problem, and contains a list of resolved problems. If you have a Cisco.com user account and obtained this document from Cisco.com, you can click any ID number to see the corresponding release note enclosure in the Bug Toolkit. The release note enclosure describes symptoms, conditions, and workarounds.</p> <p>This document contains these sections:</p> <ul style="list-style-type: none">• What's New In DMS 4.0, page 2• Documentation Errata, page 2• Video Portal Concurrent Sessions, page 3• Client System Requirements, page 3• Known and Resolved Problems, page 5• Related Documentation, page 8• Notices, page 8• Obtaining Documentation, Obtaining Support, and Security Guidelines, page 10



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What's New In DMS 4.0

You can upgrade from DMS 3.5 or DMS 3.5.1 to DMS 4.0. To obtain the ISO image to generate an upgrade CD-ROM, log in to your Cisco.com account, then go to <http://www.cisco.com/cgi-bin/tablebuild.pl/dms>.

DMS 4.0 includes new components, new features, and changed features.

Cisco Digital Media Player 4300G (DMP)

A DMP is a compact device that delivers digital media content to an attached display. Its usefulness extends to marketing, customer experience management, executive messaging, training, information delivery, branding, advertising, and many other realms. DMPs are networkable and addressable. You can use DMPDM to manage one DMP in isolation, or use DMM-DSM to manage a digital signage network that contains many DMPs.

Cisco Digital Media Player Device Manager 1.0 (DMPDM)

DMPDM is new software that helps you to set up and configure one DMP at its deployment site and to manage one DMP that you use in isolation.

Cisco Digital Media Manager 4.0 (DMM)

- The features to manage a Video Portal have been consolidated into one module (*DMM-VPM*), which you license independently of any other module. To see and use the module if you purchased a license to use it—or if you upgraded from DMM 3.5 or 3.5.1 to DMM 4.0—select **Video Portal Module** from the untitled list at the top far-right of any DMM page.
- New features to manage multiple DMPs in a digital signage network are available in a new module (*DMM-DSM*), which you license independently of any other module. To see and use the module if you purchased a license to use it, select **Digital Signage Module** from the untitled list at the top far-right of any DMM page.
- New features are available to every DMM user at no additional cost, to install and manage DMM software module licenses. To see and use the *DMM-Admin* module, select **Administrator Module** from the untitled list at the top far-right of any DMM page.

Documentation Errata

Online-only documents for DMS on Cisco.com are updated and corrected whenever necessary. This section describes errors and omissions in the *printed* user documentation for DMS 4.0 components.

78-18036-01—Documentation Map for Cisco Digital Media System 4.0

The “Documents That Were Not Revised for the DMS 4.0 Release” section is wrong to say that the Video Portal user guide was not revised. See *User Guide for Cisco Video Portal 4.0* on Cisco.com.

78-18031-01—Quick Start Guide for Cisco Digital Media Player 4300G:

- In Section 3, “Connect to DHCP Server,” the second paragraph says to look in *Appliance Administration Guide for Cisco Digital Media System 4.0* for the procedure to use a static IP address if your DMP deployment site has no DHCP server. Instead, you should see the “Preconfiguring Your DMP To Run Without a Local DHCP Server” topic in Chapter 1 of *User Guide for Cisco Digital Media Player Device Manager 1.0*.
- DHCP support in this release does not extend to the client FQDN extension that Microsoft DHCP servers provide.

78-18033-01—Cisco Digital Media Manager 4.0 on Cisco Media Convergence Server (7835-H1) Proof of Purchase:

In the procedure, “Obtaining Your Software License Key and Activating Your Software,” Step 6 includes an instruction to click a triangular icon, then click Admin. However, Cisco changed the software user interface after it printed the proof-of-purchase document and there is no such triangular icon in the product. The corrected Step 6 should say:

To load DMM in your web browser, use the IP address that you saw in AAI (http://<IP_address>:8080/). Alternatively, if you already loaded DMM, select **Administrator Module** from the untitled list at the top far-right of any page.

Video Portal Concurrent Sessions

It is easy to determine the maximum number of concurrent user sessions that your Video Portal supports.

Table 1 Video Portal Capacity

This Video Portal appliance chassis type:	Supports this many concurrent user sessions:
MCS-7825-H2	500
MCS-7835-H1	1,000

Client System Requirements

Topics in this section describe the requirements to use DMS components:

- [Client System Requirements to Use DMM 4.0 Modules or Video Portal 4.0, page 3](#)
- [Client System Requirements to Use Video Portal Reports 4.0, page 4](#)

Client System Requirements to Use DMM 4.0 Modules or Video Portal 4.0

Table 2 describes client system requirements, in addition to Java, to use the software user interfaces for DMM 4.0 and Video Portal 4.0.



Note

To schedule content delivery for digital signage in DMM-DSM, you must use Java 1.5 or later.

Table 2 Requirements to Use DMM 4.0 or Video Portal 4.0

To use this Video Portal template:	In this operating system:	You must use this browser version (or a later version):	And you must use these browser plug-ins:
Flash only	Windows	Either of these: <ul style="list-style-type: none"> • Internet Explorer 6.0 • Firefox 1.5.0.6 	Flash 8 or later
	Linux	Firefox 1.07	
	UNIX		
	Mac OS X	Firefox 1.5.0.6	

Table 2 *Requirements to Use DMM 4.0 or Video Portal 4.0 (continued)*

To use this Video Portal template:	In this operating system:	You must use this browser version (or a later version):	And you must use these browser plug-ins:
Flash/Windows Media	Windows	Either of these: <ul style="list-style-type: none">Internet Explorer 6.0Firefox 1.5.0.6	Both of these: <ul style="list-style-type: none">Flash 8 or laterWindows Media 9 or later
	Linux	—	—
	UNIX		
	Mac OS X		
Flash/RealPlayer	Windows	Either of these: <ul style="list-style-type: none">Internet Explorer 6.0Firefox 1.5.0.6	Both of these: <ul style="list-style-type: none">Flash 8 or laterRealPlayer 10 or later
	Linux	Firefox 1.0.7	
	UNIX	Firefox 1.5.0.6	
	Mac OS X		
Flash/QuickTime	Windows	Either of these: <ul style="list-style-type: none">Internet Explorer 6.0Firefox 1.5.0.6	Both of these: <ul style="list-style-type: none">Flash 8 or laterQuickTime 7.1 or later
	Linux	—	—
	UNIX		
		Mac OS X	Firefox 1.5.0.6

Client System Requirements to Use Video Portal Reports 4.0

[Table 3](#) describes the client system requirements to use the software user interface for Video Portal Reports 4.0.

Table 3 *Requirements to Use Video Portal Reports 4.0*

To use this operating system:	You must use this browser version and plug-in, or a later version:
Windows	<ul style="list-style-type: none"> Internet Explorer 5.5, with Adobe SVG Plug-in 3.0 or later Firefox 1.5.0.6 or later
Linux	Firefox 1.0.7 or later
UNIX	
Mac OS X	Firefox 1.5.0.6 or later

Known and Resolved Problems

- [Table 4 on page 5](#) describes known problems in DMS 4.0.
- [Table 5 on page 8](#) describes problems from earlier releases that are solved in DMS 4.0.


Note

To learn more about a known problem, use the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

Table 4 **Known Problems**

Problem ID	Description	Workaround
Cisco Digital Media Player 4300G		
CSCsi31782	When you play MPEG-1 or MPEG-2 video files that are stored locally (on the SD card or on a USB flash memory drive), playback stops approximately 5 to 10 seconds before the file actually ends.	There is no known workaround.
CSCsh29814	You might think that the Reset button on a DMP 4300G chassis should restore the factory-default settings, but that is not its purpose. Its purpose is to reset (restart) the device.	To learn how to restore the factory default settings to a DMP, see the “Restoring Factory Default Settings” topic in <i>User Guide for Cisco Digital Media Player Device Manager 1.0</i> on Cisco.com.
CSCsh49548	Zoning application cannot play 3 GB MPEG2 video file.	To work around this problem, verify that <i>no</i> content file in the Zoning application has a filesize that is any larger than 1.9 GB.
CSCsh27238	DMP cannot play video URL if the web server is IIS.	Install Apache web server on Windows.
CSCsh57008	DMP cannot play video in web server port other than 80 for zoning application.	Configure web server to listen on port 80.
CSCsh40935	Failover SD playback sometimes MPEG2 pauses in zoning application.	There is no known workaround.
CSCsh43126	Templates sometimes do not work well with analog inputs: SVideo/NTSC_M.	On an analog TV that allows you to adjust the height and width of its “safe zone,” the workaround is to confirm that the safe zone is the same size as, or larger than, the content that your DMP delivers to the TV. There is no workaround for an analog TV that uses too small a safe zone and does not allow you to make adjustments.
CSCsh27216	Upgrade firmware status not updated automatically using IE.	Refresh the IE browser.
CSCsh29806	Sometimes DMP has sound only, without video, from UDP multicast MPEG1 video file.	There is no known workaround.
CSCsh24149	Zoning application sometimes does not play Flash from SD card.	Republish the Flash content to the SD card.

Table 4 **Known Problems (continued)**

Problem ID	Description	Workaround
Cisco Digital Media Manager for Digital Signage (DMM-DSM)		
CSCsh72512	If you deliver an empty playlist from DMM-DSM to a DMP, the DMP restarts repeatedly.	Each time that the DMP reboots, you have approximately 5 seconds to work around the problem. During that brief time, you must do the following: <ol style="list-style-type: none"> 1. After the restart, watch the red LED through the DMP chassis. The light is solid, then turns off. 2. The moment that the light turns off, log in to DMPDM. 3. Click Restore Default Settings, then click Restore. If your attempt fails, try again after the next restart.
CSCsh67169	Delete and recreate ACNS channel with the same name causes HTTP 500.	Recreate the ACNS channel with a different name.
CSCsh42045	Tiny content selection box in zoning application GUI.	Press F11 to enlarge your browser to fill the whole screen.
CSCsh67156	DMM-DSM Scheduler Java applet is not visible unless the selected language and country are English and U.S.	To work around this problem, configure your Java virtual machine to use U.S. English. You must use Java 1.5 or later.
CSCsh70312	DMM-DSM in ACNS multichannel environment, stop and start command in race condition and sometimes cause DMP to stop playing.	Remove all tasks from nondefault channels and use only the default channel when you schedule tasks.
CSCsh67472	DMM-DSM Scheduler applet slows after you configure multiple tasks.	Close and restart your browser, then log in again to DMM-DSM. You must use Java 1.5 or later.
Cisco Video Portal 4.0		
CSCsg92460	The Video Information link disappears for an FLV video after you view it at full-screen size, then return it to its normal size.	To work around the problem, refresh your browser.
Cisco Digital Media Manager for Desktop Video (DMM-VPM)		
CSCsi86193	DMM users do not see scheduled live events on the Encoder Dashboard page in DMM-VPM. Audience members cannot see scheduled live events on their Video Portal. (Digital signage is not affected.) On a DMS appliance or a Video Portal Appliance that was already configured, an administrator used AAI to change the time zone setting. However, the administrator did not then restart the appliance, even though a restart is required.	To work around this problem, restart the appliance.
CSCsg85672	DMM-VPM sometimes shows the wrong duration for Flash Video (FLV) files.	To work around this problem, verify that the durations are correct. If one is wrong, enter the correct duration.
CSCsf27269	Uploading two video types at the same time causes both of the fields to be populated with the same file name.	Upload only one video type at a time.

Table 4 **Known Problems (continued)**

Problem ID	Description	Workaround
CSCsf25251	The system cannot play videos using RealPlayer and Windows Media Player when the interstitial sequence contains zero interstitials.	The interstitial sequence must contain at least one interstitial.
CSCsf12812	The video player pauses at the end of the playback.	Always set the duration to the lowest possible value for all media types.
CSCsf16913	When playing Real video on an Apple Macintosh using the Safari browser, the video never loads.	No known workaround exists for this problem.
CSCsf25461	It is possible to schedule a transcoding job in the past.	A transcoding task will be executed at the earliest possible time.
CSCsg44766	The DMM Video Portal Preview popup window does not open in the display.	<p>To view the Video Portal Preview, you must have the pop-up blocker disabled on your browser.</p> <p>Firefox users</p> <ol style="list-style-type: none"> 1. In Firefox, select Tools > Options, then click the Content tab. 2. Deselect the Block Popup Windows check box. 3. Right-click the Allowed Sites button, then add the address of the website to allow. <p>Internet Explorer users (in Windows 2000 SP4)</p> <ol style="list-style-type: none"> 1. In Internet Explorer, select Internet Options > Tools, then click the Privacy tab. 2. Deselect the Block pop-ups check box. 3. Click OK or Apply. <p>Internet Explorer users (in Windows XP SP2)</p> <p>In Internet Explorer, select Tools > Pop-up Blocker, then lick Turn off Pop-up Blocker.</p>
CSCsg45129	The dashboard shows status for only a single transcoding job at a time.	Status for all transcoding tasks is displayed on the transcoding page.
CSCsg56309	Automatic duration calculation for Flash/FLV does not work for files bigger than 150 MB.	Manually enter the duration for Flash/FLV files that are bigger than 150 MB.
CSCsh70123	HTTP Status error when creating more than 21 users.	The generated URL is incorrect to repeat the text string /DMM . That string should appear in the URL only one time. To work around this problem, highlight and delete one instance of /DMM in the URL, then press Enter .

The DSM 3.5 release notes described the following problems, which are fixed in DMS 4.0.

Table 5 Resolved Problems

CSCsf25247

A JavaScript (JSP) exception is generated when you add a related item to archived video.

CSCsg49107

Two identical “test-only” pull configurations are created under certain conditions when you add a new encoder.

CSCsg45123

You cannot stop the transcoding task on the dashboard when there is a scheduled live event.

Related Documentation

For a comprehensive list of related documentation, see *Documentation Map for Cisco Digital Media System 4.0* on Cisco.com.

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