# Server Platform Migration Guide for Cisco Digital Media Manager

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**Warning**

# STOP!

**Read this guide carefully before you migrate your Cisco Digital Media Manager (Cisco DMM) server instance from one appliance model to another. This guide contains important information that can help you to avoid potentially serious problems during a migration.**

**Disregard this guide ENTIRELY if you have Cisco Show and Share.**

**Audience**

**We prepared this guide with specific expectations of you.**

- ✅ You have direct physical access to Cisco DMS appliances for which you also have administrator privileges.
- ✅ You know how to configure and upgrade Cisco DMS software, including DMP endpoint firmware.
- ✅ You know how to back up and restore a Cisco DMS server.
- ✅ You are familiar enough with DMM software and the AAI console that you can recognize and verify their normal operation.
- ✅ You have set aside **AT LEAST 4 UNINTERRUPTED HOURS** to complete all procedures in this guide. Make sure that you have ample time in your maintenance window to complete the migration. During a migration, DMM is not available.

This guide explains how to migrate your Cisco DMM configuration settings and assets from a discontinued server model to a current model. Server platform migration makes possible your use of new and improved features that discontinued models cannot support. Your Cisco DMM server hostname and IP address are maintained after the migration.



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We support platform migration from any of two discontinued models to a factory-new model that you choose. Your old appliance is the *source* of what you migrate, while your new appliance is the *target*.

| Migrate from one of these discontinued source models | | To one of these target models | |
|---|---|---|---|
| MCS 7835-H1 | MCS 7835-H2 | MCS 7835-H3 | UCS 210-M2 |

**Tip**  **Although an MCS 7835-H3 appliance can be your target server, we strongly recommend that you use a UCS 210-M2 appliance instead.** Cisco UCS appliances have replaced Cisco MCS appliances in our product portfolio.

If you plan to migrate but do not happen have an MCS 7835-H3 appliance already at hand, you can order a UCS 210-M2 appliance for migration (order **DMMC210-K9=**). See the "Procure a New Server and Move It On-site" section on page 5.

# Contents

# Caveats

# Known Problems

Table 1 describes the known problems with Cisco DMM server platform migration.

*Table 1*        ***Server Migration Defects***

| Identifier | Description |
|---|---|
| CSCtv15597 | In Cisco DMM 5.2.2-MIG, the user interface is sometimes wrong regarding DMM appliance disk space capacity and utilization. This temporary problem occurs after you migrate configuration settings and media assets (content) from a MCS-7835-H1 server to a UCS210-M2 server. |
| | **Solution**  Complete all migration procedures. After you do so, these errors stop. |

# Concepts

## Important Notes About This Guide

### This Guide Does Not Describe Migration from MCS 7835-H3 to UCS 210-M2

No special procedures or software are required in this case, as these models can already restore from one another's backups. Simply:

1. Use AAI on your MCS 7835-H3 to back up its DMS 5.2.3 or 5.3.x configuration and assets.

2. Shut off and disconnect the retired MCS server.

3. Use AAI on your new UCS 210-M2 to match the retired server's date and time settings and network configuration—including its hostname, IP address, gateway, and DNS server settings.

4. Use AAI on your new UCS server to restore the configuration and assets that you backed up from your retired MCS server.

To learn more, see *Appliance Administration Guide for Cisco Digital Media Suite Appliances 5.3.x* on Cisco.com.

### This Guide Does Not Describe Cisco Show and Share Migration

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**Caution**  To migrate Cisco Show and Share from a discontinued server model to a current model, see the *Server Platform Migration Guide for Cisco Show and Share and Cisco Digital Media Manager* at http://www.cisco.com/en/US/customer/products/ps6682/prod_installation_guides_list.html.

### This Guide Does Not Describe Upgrading to Cisco DMS 5.3

Instead, see *Upgrade Guide for Cisco Digital Media Suite 5.3* on Cisco.com.

**Note**  Cisco Show and Share 5.3 is a paid upgrade.

### This Guide Does Not Describe Hot-Swap Migration

We have not tested and cannot support any migration scenario in which the only downtime is the interval between moving an Ethernet connection from your old (source) appliance to your new (target) appliance in their production network.

# Procedures

## Make Sure That Your Old Server Runs Cisco DMS 5.2.2 or 5.2.2.1

If your source appliance runs any Cisco DMS release before 5.2.2 or 5.2.2.1, you must upgrade it before you can migrate from it.

**Timesaver** **You can skip this procedure if your source appliance runs 5.2.2 OR 5.2.2.1.**

**Note** **Cisco DMS 5.2.2.1 is available exclusively for MCS7835-H1 and MCS 7835-H2 appliances.**

**Procedure**

**Step 1** Complete procedures in the upgrade guide that pertains to you.

- *Upgrade Guide for Cisco Digital Media Suite Release 5.2.2*
  http://www.cisco.com/en/US/docs/video/digital_media_systems/5_x/5_2/dms/upgrade/guide/522UpgradeGuide.html

- *Cisco Digital Media Suite Release 5.2.2.1 Release Notes and Upgrade Guide*
  http://www.cisco.com/en/US/docs/video/digital_media_systems/5_x/5_2/dms/upgrade/guide/5221UpgradeGuide.html

**Step 2** Stop. You have completed this procedure.

# Procure a New Server and Move It On-site

Although an MCS 7835-H3 appliance can be your target server, we strongly recommend that you use a UCS 210-M2 appliance instead. Cisco UCS appliances have replaced Cisco MCS appliances in our product portfolio. Therefore, you can no longer order an MCS 7835-H3 appliance from Cisco. To migrate when you do not happen have an MCS 7835-H3 appliance already at hand, you can order a UCS 210-M2 appliance for migration.

**Timesaver** **You can skip this procedure if you have already procured a new server and moved it on-site.**

**Procedure**

**Step 1** Log in to your Cisco.com account, go to http://cisco.com/go/ordering, and then order **DMMC210-K9=**.

This is a "bare-metal" server, available only as an orderable spare.

**Step 2** When you receive your new server, move it to its deployment site.

**Step 3** Stop. You have completed this procedure.

**Note** **Keep a record of the appliance serial number.** You will need it during migration.

# Obtain Licenses for the New Server

**Procedure**

**Step 1** Save a screenshot of the View Licenses page from your old (source) appliance.

    **a.** Log in to DMM as an administrator.

    **b.** Choose **Administration > Licenses > View Licenses**.

    **c.** Capture a screenshot.

       • **Windows**—Press the **Print Screen** (or **PrtScn**) key. A screenshot is saved to your clipboard.

       • **Mac OS X**—Press **Cmd-Shift-3**. A screenshot is saved to disk.



**Step 2** Send an email message to **dms-softwarekeys@cisco.com** that includes all of these:

    • The DMS-Admin screenshot from your old appliance.

    • The serial number of your new appliance.

    • A statement that you are migrating from a discontinued server model to a new server model.

**Step 3** After you receive a license key file from Cisco, save a local copy of it.

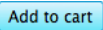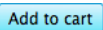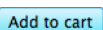**Step 4** Stop. You have completed this procedure.

# Obtain the .ISO Files for Migration

You must download three .ISO disc images from Cisco.com. These .ISOs are essential to migration.

**Before You Begin**

- Configure your browser to allow popups from Cisco.com.
- Configure your browser to trust digitally signed Java applets that originate from *tools.cisco.com*.

**Procedure**

**Step 1**    Log in to your Cisco.com account.

**Step 2**    Go to http://cisco.com/cisco/software/release.html?mdfid=280171249&flowid=4306& softwareid=282100271&release=5.2.2&relind=AVAILABLE&rellifecycle=&reltype=latest.

    **a.** Click ` Add to cart ` in the DMS-PATCH-5.2.2-MIG.iso row.

    **b.** Click ` Add to cart ` in the DMM-5.2.2-MIG.iso row.

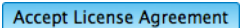    **c.** Click ` Add to cart ` in the DMS-5.2.3.12.iso row.

> **Note**    **Does a "Strong Encryption Eligibility" message load in your browser?** If so, our record of your Cisco.com account does not contain enough information yet under US law to allow immediate download. In this case, you must apply for eligibility to download strong encryption software images from Cisco.com.
>
> **US law requires that you:**
>
> - **Confirm that your street address is correct and complete in our records.**
> - **Read the conditions (which we show to you) that describe and limit your eligibility to download.**
> - **Complete and submit the provided form.**

**Step 3**    Click ` Download Cart (3 items) ` in the page header.

**Step 4**    Click ` Download All `.

**Step 5**    Click ` Accept License Agreement `.

A digitally signed Java applet from *tools.cisco.com* opens a Download Manager window and a dialog box for browsing your local file system.

**Step 6**    Browse your local file system to choose which folder should receive the download.

Progress bars and related elements in the Download Manager window indicate your file transfer rate and percentage toward completion.

**Step 7**    Upon completion, use file sizes and MD5 sums to make sure that each downloaded .ISO file is valid.

| Disc | Filename | File Size (bytes) | MD5 Sum |
|------|----------|-------------------|---------|
| 1 | **DMS-PATCH-5.2.2-MIG.iso** | 649,216 | c9111c5be28806edf84152a659e3402b |
| 2 | **DMM-5.2.2-MIG.iso** | 1,400,076,288 | d1964f919739ba169dbed8956457a05c |
| 3 | **DMS-5.2.3.12.iso** | 1,593,634,816 | 894e805a0d0d0aff61a649200e85f765 |

**Step 8**    Stop. You have completed this procedure.

# Burn Discs from the .ISO Files

Burn discs from the .ISO files that you downloaded.

- Disc 1 ("DMS-PATCH-5.2.2-MIG") is a CD.

- Discs 2 and 3 are DVDs.

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**Caution**   **Burn all three discs at the lowest available speed.**

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**Tip**   **See your disc-burning software documentation to learn about creating a disc from an .ISO file.**

# Run Disc 1 on Your Old Server

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**Tip**   **We recommend but do not require that you back up your old server before you run Disc 1 on it.**

**Before You Begin**

- In AAI, choose **SHOW_INFO** and make sure that the Latest Patch value *is not already* MIG.

**Procedure**

**Step 1**   Log in to the Appliance Administration Interface (AAI) as **admin**.

**Step 2**   Choose **APPLIANCE_CONTROL > SOFTWARE_UPDATE**.

**Step 3**   Insert Disc 1, **DMS-PATCH-5.2.2-MIG**, into the source appliance when prompted.

**Step 4**   Follow any prompts to proceed, and then press **Enter**.

Such prompts may reference release 5.2.2 explicitly, even on a server that currently runs release 5.2.2.1. This is trivial and affects nothing. Do not be alarmed.

- Depending on its model, your old server might now eject Disc 1 automatically. But if this does not occur automatically, you can eject Disc 1 manually.

- A system message states that your server was patched successfully.

**Step 5**   Log out of AAI.

**Step 6**   Log back in to AAI, and then choose **SHOW_INFO** from the AAI main menu.

**Step 7**   Make sure in the Unique Device Identifier list that the Latest Patch is **MIG**.

**Step 8**   Stop. You have completed this procedure.

# Back Up Your Old Server

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**Note** **The duration to complete a backup depends at least on the cumulative size of all content in the backup.** And, when your backup is stored on a remote RSYNC, FTP, or SFTP server, network latency might also contribute to duration.

In one test, we backed up approximately 8 GB of content to a remote SFTP server in less than 2 minutes. In another test, we backed up approximately 5 GB of content to a local USB thumb drive in 45 minutes. Your results will differ.

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**Tip** **There is no progress bar in AAI.** However, the blinking LED on a USB drive indicates drive activity.

**Before You Begin**

- If you will back up to a remote server, make sure that:
  - You have read-write permissions for it.
  - Your appliance can communicate with it.
- If you will back up to a local USB drive, make sure that it uses FAT32 formatting.

**Procedure**

**Step 1**    Log in to the Appliance Administration Interface (AAI) as **admin**.

**Step 2**    Choose **BACKUP_AND_RESTORE > BACKUP > CONTENT+CONFIG**, and then choose **OK**.

**Step 3**    Choose where to store the backup. There are two options.

- **LOCAL**

- **REMOTE**    **When you will use REMOTE**

    You must further specify **RSYNC**, **FTP**, or **SFTP** as the remote server type. AAI then prompts you for details. As prompted:

    a. Enter the remote server IP address.

    b. Enter the username for the remote server.

    c. Enter the password for this username.

**Step 4**    Choose **BACKUP ONCE (NOW)**.

**Step 5**    After a message states that the backup is finished, make sure that it finished successfully.

   a. Choose **BACKUP_AND_RESTORE > SHOW_BACKUP_LOG**.

   b. Press your right arrow key ( → ) to scroll horizontally to the right.

   c. The newest log entry should end with the word "Successful."

   d. Choose **EXIT** to dismiss the log.

**Step 6**    Stop. You have completed this procedure.

# Power Off and Disconnect Your Old Server

You must prevent IP address conflicts between your old appliance and its replacement.

**Procedure**

| | |
|---|---|
| **Step 1** | Log in to the Appliance Administration Interface (AAI) as **admin**. |
| **Step 2** | Choose **APPLIANCE_CONTROL**, and then press **Enter**. |
| **Step 3** | Choose **SHUTDOWN**, and then press **Enter** twice. |
| **Step 4** | Disconnect all network cables. |
| **Step 5** | Stop. You have completed this procedure. |

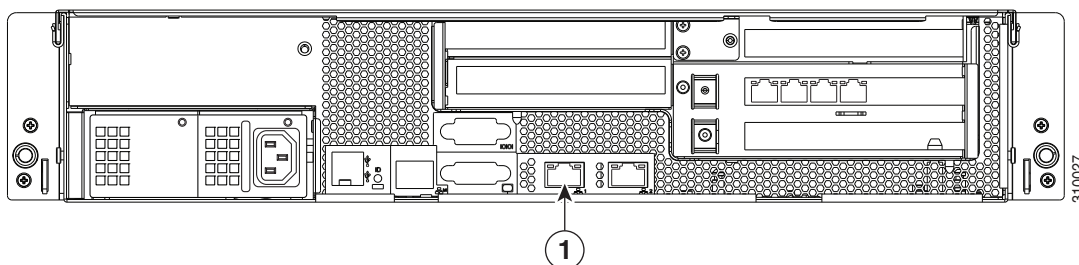# Prepare Your New Server for Migration

**Procedure**

| | |
|---|---|
| **Step 1** | Unpack the equipment from its container and verify that all components are present. |
| **Step 2** | Plug the power cable (or redundant power cables) into the back of the appliance. |
| **Step 3** | Connect an Ethernet cable to you network and to the port on the back of the appliance. |

**Note**  **Every UCS 210-M2 appliance, including the "DMM-SVR-C210-K9," has two physical network interfaces.** However, you can use only one of these interfaces to connect a DMM-SVR-C210-K9 to a network.



**The callout in this figure marks the network interface to use when your target server is a DMM-SVR-C210-K9.**

| | |
|---|---|
| **Step 4** | Connect a monitor to the VGA output on the front of the appliance. |
| **Step 5** | Connect a standard PS2 keyboard to the PS2 port in the back of the appliance. |
| **Step 6** | Insert Disc 2, **DMM-5.2.2-MIG**. |
| **Step 7** | Power **On** the appliance, so that it boots from Disc 2. |
| **Step 8** | Stop. You have completed this procedure. |

# Run Disc 2 on Your New Server

**Note** **This procedure will take at least 1 hour to finish.**

**Before You Begin**

- Complete all steps in the "Prepare Your New Server for Migration" procedure.

**Procedure**

**Step 1** After the Disc 2 utility has loaded into memory, allow it to reformat your new server's hard disks and apply the necessary file system to them.

- This process will overwrite all data on your new server. Complete erasure is correct and required.
- Your new server will restart automatically and then open the First Boot utility.

**Step 2** Press **Enter** to start configuring server settings.

**Caution** **During configuration, make sure that all values for these attributes are PERFECTLY IDENTICAL across your old and new servers. Otherwise, your configuration settings fail to migrate or your deployments occur at the wrong times.**

- **IP ADDRESS**
- **SUBNET MASK**
- **DEFAULT NETWORK GATEWAY**
- **PRIMARY DNS SERVER**
- **SECONDARY DNS SERVER**
- **TIME**
- **DATE**
- **TIMEZONE**

**Step 3** Enable auto-negotiation.

**Step 4** Set and confirm the required passwords.

After you confirm the password for your *pwadmin* user, a message states, "End of First Boot."

**Step 5** Wait up to 20 minutes for the new server to apply its new settings.

**Tip** **If the console screen goes black from inactivity, tap the spacebar.**

**Step 6** Verify that the installation finished successfully.

**a.** Choose **SHOW_INFO** in AAI.

**b.** Make sure in the Unique Device Identifier area that the Version ID value is **5.2.2-MIG**.

**Step 7** Stop. You have completed this procedure.

# Migrate Old Settings and Content to Your New Server

Note **The duration to complete a backup depends at least on the cumulative size of all content in the backup.** And, when your backup is stored on a remote RSYNC, FTP, or SFTP server, network latency might also contribute to duration.

In one test, we restored approximately 8 GB of content from a remote SFTP server in 15 minutes. In another test, we restored approximately 5 GB of content from a local USB thumb drive in 5 minutes. Your results will differ.

Tip **There is no progress bar in AAI.** However:

- The blinking LED on a USB drive indicates drive activity.
- The maximum theoretical USB transfer speed is 60 MB/s.
- The smallest possible backup file is 665 KB.
- The largest possible backup file is 50 or 60 GB, depending on your server model.

**Before You Begin**

- If you back up to a remote server, make sure that you have read-write permissions for it.
- If you back up to a remote server, make sure that your appliance can communicate with it.

**Procedure**

Step 1    Log in to the Appliance Administration Interface (AAI) as **admin**.

Step 2    Choose **BACKUP_AND_RESTORE > RESTORE**, and then choose **Yes**.

Step 3    Choose **CONTENT+CONFIG**, and then choose **OK**.

Step 4    Choose where the backup is stored. There are two options.

- **LOCAL**    **When you will restore from a local USB volume on a UCS 210-M2 server**

    Caution **First, you must use *CIMC* on your new UCS server to disable its Virtual CD.** Otherwise, USB mounting errors will prevent the restore operation from starting.

    See the "Configuring Virtual Media" topic at http://www.cisco.com/en/US/docs/unified_computing/ucs/c/sw/cli/config/guide/Cisco_CIMC_CLI_Configuration_Guide_chapter5.html.

- **REMOTE**    **When you will restore from a remote server**

    You must further specify **RSYNC**, **FTP**, or **SFTP** as the remote server type. AAI then prompts you for details. As prompted:

    a.    Enter the remote server IP address.

    b.    Enter the username for the remote server.

    c.    Enter the password for this username.

**Step 5**     After a message states that the restore is finished, make sure that it finished successfully.

  **a.**   Choose **BACKUP_AND_RESTORE > SHOW_BACKUP_LOG**.

  **b.**   Press your right arrow key ( → ) to scroll horizontally to the right.

  **c.**   The newest log entry should end with the phrase, "Restore Complete."

  **d.**   Choose **EXIT** to dismiss the log.

**Step 6**     Stop. You have completed this procedure.

# Install and Activate Licenses on Your New Server

**Procedure**

**Step 1**     Log in to DMM as its **superuser** on your new (target) appliance.

**Tip**     **Use the same password that you defined on your old (source) appliance.** The password has migrated.

**Step 2**     Choose **Administration > Licenses > Install/Upgrade Licenses**.

  **a.**   Click **Browse** or **Choose File**, depending on your installed browser.

  **b.**   Find and click the license file where you saved it.

  **c.**   Click **Open**.

  **d.**   Click **Install License**.

  **e.**   Repeat these steps until all of your licenses are installed.

  All features that you licensed should now be activated.

**Step 3**     Verify that your feature licenses are active.

  **a.**   Choose **Administration > Dashboard**.

  **b.**   Review all entries in the Licensed Features area.

**Step 4**     Stop. You have completed this procedure.

# Verify Normal Operation

**Procedure**

**Step 1** Step through DMM and AAI to check if anything is missing, malformed, or misbehaved.

- Pay close attention to your playlists, presentations, schedules, and assets.
- Does DMM show that your DMPs are reachable?
- Are your digital signs working?

**Step 2** Do one of the following.

- *Does everything look OK?*

  **When everything is OK**

  Proceed to the "Run Disc 3 on the New Server" section on page 14.

- *Does something look wrong?*

  **When something is wrong**

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  **Caution**  **STOP IMMEDIATELY. Do not proceed. Open a support case with Cisco TAC.** (Your digital content and configuration settings ARE NOT at risk.)

**Step 3** Stop. You have completed this procedure.

# Run Disc 3 on the New Server

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**Note**  **This procedure will take at least 30 minutes to finish and might take as long as 1 hour.**

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**Tip**  **Upon completion of this procedure, your DMM server will run software release 5.2.3-MIG.** To learn about this release, make sure to read the documentation that describes and explains it.

- **Release notes**—http://tools.cisco.com/squish/71446
- **AAI changes**—http://tools.cisco.com/squish/8CC81
- **High-availability server failover**—http://tools.cisco.com/squish/AaDa3
- **Single sign-on support**—http://tools.cisco.com/squish/a4684
- **Cisco ECDS support**—http://tools.cisco.com/squish/543Dc

**Procedure**

**Step 1** Insert Disc 3, **DMS-5.2.3.12**, into your new (target) appliance.

**Step 2** Log in to AAI as **admin**.

**Step 3** Choose **APPLIANCE_CONTROL**, and then press **Enter**.

**Step 4** Choose **SOFTWARE_UPDATE**, and then press **Enter**.

**Step 5** Choose **CD_UPDATE**, and then press **Enter**.

**Step 6** When prompted to confirm these selections, choose **Yes**.

- Services stop.

- Software is staged for installation.

**Step 7** When prompted to choose a user interface language, choose **English**.

> **Note**  **Our user interface supports only English in this release.**

The appliance reboots.

**Step 8** After the reboot, choose **Yes** to proceed.

The upgrade process begins. It takes roughly 40 minutes. If you are prompted to type "yes" to bypass a pause, you can ignore the prompt. The upgrade will resume automatically in either case. After the software installation is complete, the system reboots one last time and then runs post-installation tasks. The upgrade is complete when the console login prompt appears.

> **Note**  **Although AAI shows that the installed release number is "5.2.3-MIG," DMM shows only "5.2.3."**

**Step 9** Stop. You have completed this procedure.

# Upgrade Your DMPs to Firmware Release 5.2.3

To upgrade your DMPs, complete the following sequence of procedures.

1. Obtain the DMP Firmware, page 15

2. Force DMPs From Their 'Initial' State, As Needed, page 16

3. Stop All Applications on DMPs, page 17

4. Upgrade the Firmware and Root File System on DMP Endpoints, page 18

## Obtain the DMP Firmware

**Procedure**

**Step 1** Log in to your Cisco.com account.

**Step 2** Go to http://cisco.com/cisco/software/navigator.html?mdfid=280936311&flowid=21001.

**Step 3** Click your model in the Cisco Digital Media Players list.

**Step 4** Click **Expand All** in the versions tree, and then click **5.2.3**.

**Step 5** Click **Download**.

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**Tip** **You must have a valid service contract associated to your Cisco.com profile.** If you do not have a service contract yet for Cisco DMS, you can get one through:

- Your Cisco account team—*if you have a direct purchase agreement with Cisco*.
- Your Cisco partner.
- A qualified Cisco reseller.

Then, after you have the service contract, you must associate it to your Cisco.com user ID at https://tools.cisco.com/RPF/profile/edit_entitlement.do?Tab=3.

**Step 6** Stop. You have completed this procedure.

## Force DMPs From Their 'Initial' State, As Needed

A DMP returns to its "initial" state when you reset it to use factory-default settings. In its initial state, a DMP lacks an internal database file that supports centralized management. This procedure shows you how to force a DMP from this initial state.

Complete this procedure if you have reapplied our factory-default settings to one or more of your DMPs. Otherwise, if you have not restored DMP factory defaults, you can skip this procedure.

**Procedure**

**Step 1** Choose **Digital Signage** from the global navigation or click **Digital Signage** on the dashboard.

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

**Step 3** Create the advanced task.

    **a.** Click **System Tasks**.

    **b.** Click **Add New Application**.

**Step 4** Define and save the new system task.

    **a.** Enter a unique name in the Name field. For example, *Clear DMP Initial State*.

    **b.** Enter a short description in the Description field. For example, *Generate file to support centralized management*.

    **c.** Choose **Set** from the Request Type list.

    **d.** Enter **mib.save=1** in the Request field.

    **e.** Click **Submit**.

**Step 5** Schedule an event to send the task to DMPs that are in the initial state.

    **a.** Choose **Schedules > Play Now**.

    **b.** Choose **Advanced Tasks** from the Select an Event Type list, and then click **Select Advanced Task**

    **c.** Choose **System Tasks> Clear DMP Initial State** in the Select Event window, and then click **OK**.

    **d.** Click the name of a group in the DMP Groups area to see a list of its member DMPs.

e.  Click the name of each DMP in the list that should receive the deployment.

f.  Click **Submit**, and then click **OK** when the Success message displays.

**Step 6**  Stop. You have completed this procedure.

## Stop All Applications on DMPs

Before you upgrade DMPs, you must stop all applications by using the DMP Startup URL advanced task.

**Note**  **Use the DMP Startup URL advanced task to clear the DMP startup URL and restart the DMP.** Do not use the Stop All Applications system task.

**Procedure**

**Step 1**  Choose **Digital Signage** from the global navigation or click **Digital Signage** on the dashboard.

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

**Step 3**  Create the advanced task.

a.  Click **DMP Startup URL**.

b.  Click **Add New Application**.

c.  Enter **Startup URL Empty & Reboot** in the Name and Description fields.

d.  Leave empty the Video URL and Browser URL fields.

e.  Check the **Reboot Necessary** check box.

f.  Click **Submit**.

**Step 4**  Schedule an event to send the task to the DMP.

a.  Choose **Schedules > Play Now**.

b.  Choose **Advanced Tasks** from the Select an Event Type list, and then click **Select Advanced Task**.

c.  Choose **DMP Startup URL > Startup URL Empty & Reboot** in the Select Event window, and then click **OK**.

d.  Click the name of a group in the DMP Groups area to see a list of its member DMPs.

e.  Click the name of each DMP in the list that should receive the deployment.

f.  Click **Submit**, and then click **OK** when the Success message displays.

**Step 5**  Stop. You have completed this procedure.

# Upgrade the Firmware and Root File System on DMP Endpoints

**Note** **In most cases, it takes approximately 30 minutes to upgrade the firmware and root file system on a DMP.**

However, while the upgrade is in progress on a DMP 4400G, its behavior might be confusing.

1. A DMP 4400G shows these three messages in this order:

   - Burn: NN%
   - Verify: NN%
   - Internal Upgrade Completed.

     (Where NN is a percentage value that climbs from 1 to 99.)

2. Then, it restarts after approximately 1 minute.

3. Next, it shows the same three messages as before, in exactly the same sequence.

4. Finally, it restarts a second time after approximately 29 minutes.

This occurs because the 4400G must install a small amount of data and restart before it can accept its new firmware and file system.

**Before You Begin**

- If you use ACNS, we recommend that you send DMP firmware files to your ACNS servers and deploy the upgrades as a future event—not an immediate event.

- If you deploy the upgrade directly to your DMPs, we recommend that you upgrade just one DMP initially or upgrade just a small group of DMPs and test the result before you send the firmware to multiple DMPs.

- We recommend that you do not upgrade any more than 20 DMPs at a time and that all upgrades occur outside normal business hours for your organization.

**Warning** **Make sure that the DMPs do not lose power while they are burning their firmware during an upgrade. If they lose power during this critical period, they will be severely damaged.**

**Procedure**

**Step 1** Choose **Digital Signage** from the global navigation or click **Digital Signage** on the dashboard.

**Step 2** Add the firmware image to your media library as an asset.

   a. Choose **Media Library**, and then click **Add Media Asset**.

   b. For the source, click **Local File**.

   c. Click **Browse**, choose the firmware image from the software upgrade disc or your local file system, and then click **Open**.

   d. Enter a meaningful description in the Title field.

   e. Uncheck the **Is Kernel Upgrade?** check box.

   f. Verify that the file type is **Firmware**, and then click **Save**.

      Do not click any button or move away from this page in your browser until the upload is finished. After it is finished, the page refreshes automatically. You should see that a description of the firmware file has been added in the table that the page shows.

✎

**Note**  **You must upload the firmware to the Cisco DMM. Do not link to the firmware using a URL**

**Step 3**  (**Optional**) To verify that the upload succeeded, compare its file size in the Size column to the size of the source file.

**Step 4**  Create an advanced task for the upgrade.

  **a.** Choose **Digital Media Players > Advanced Tasks**, and then click **DMP Firmware Upgrade**.

  **b.** Click **Add New Application** in the title bar for the Applications area.

  **c.** Enter **DMP_Firmware_Upgrade** in the Name field.

  **d.** Choose from the Media Categories tree the category that contains the firmware.

  **e.** Click the firmware file to highlight it in the Available Content table, and then click **Submit**.

  **f.** Click **Go**.

**Step 5**  Choose when to upgrade the DMPs.

- *Would you like to start the upgrade immediately?*

  **When you will use Play Now**

    **a.** Choose **Schedules > Play Now**.

    **b.** Choose **Advanced Tasks** from the Select an Event Type list, and then click **Select Advanced Tasks**.

    **c.** Choose **System Tasks > DMP_Firmware_Upgrade** from the Select an Event Type list, and then click **OK**.

    **d.** Click the name of a DMP group in the object selector.

      The DMP List table now describes only the DMPs within that group.

    **e.** Click the name of each DMP that should receive the deployment.

    **f.** Click **Submit**.

    **g.** Click **OK** after the Success message appears.

- *Would you like to schedule a future upgrade?*

  **When you will use the Schedule**

    **a.** Choose **Schedules > Play in Future**.

    **b.** Click **Add an Event**.

    **c.** Click **DMP Groups**, and then choose the groups.

    **d.** Click **Digital Signage**, and then choose the presentation or playlist.

    **e.** Specify the date, time, and frequency.

    **f.** Click **Save**.

    **g.** Click **Save All** to save the schedule.

    **h.** Click **Publish All** to publish the schedule.

**Step 6**  Stop. You have completed this procedure.

🔎

**Tip**  **To check the status of a DMP group upgrade, deploy the Upgrade Status system task to the group.**

# Reference

## FAQs

**Q.** Does migration include any workaround or fix for CSCty22538?

**A.** Yes. The hotfix for CSCty22538 is included, helping you to manage DMPs with expired digital certificates.

**Q.** Does migration preserve my Cisco DMM server hostname and IP address?

**A.** Yes.

**Q.** Does the migration utility cost money?

**A.** No. It is available at no charge.

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### csync2 1.33

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