



Release Notes for the Cisco Digital Media System, Version 3.5

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Introduction

These release notes describe bug fixes and new features for the following components of the Cisco Digital Media System (DMS) version 3.5 software:

- Video Portal Version 3.5
- Digital Media Manager (DMM) version 3.5
- Digital Media Reporting Tool version 3.5



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- Digital Media Encoder 1000

New Features

The Cisco Digital Media System Version 3.5 (DMS) has the following new features:

Cisco Digital Media Manager:

- Ability to encode a live event into a Windows Media live stream and archive it as a WMV file
- Ability to encode a live event and archive it as a Flash/FLV file
- Ability to transcode (convert) AVI and MPEG2 files into Windows Media format
- Encoder controls from within DMM, as follows:
 - Schedule
 - Start/stop
 - Monitor
 - Customize
- Upgrade path from DMS 3.4 to DMS 3.5

Cisco Video Portal:

- Firefox and Internet Explorer support for on-demand QuickTime video streams in MOV and MPEG4/H.264 format
- Live support with Windows Media content, allowing portal users to:
 - Watch live events
 - Add scheduled events to custom playlists
 - Search for live events

New and Changed Information

This section describes new and changed information about this release of Cisco DMS.

Cisco DMS Servers as Appliances

Cisco DMS servers are available only as appliances with the DMS software pre-loaded. [Table 1](#) lists the available configurations.

Table 1 Available DMS Configurations

Configuration	DMM 3.5	Video Portal 3.5 + Video Portal Reports 3.5
500 Concurrent User Sessions	MCS-7835-H1	MCS-7825-H2
1,000 Concurrent User Sessions	MCS-7835-H1	MCS-7835-H1

[Table 2](#) lists the client hardware and software requirements for operating components of the Cisco DMS, DMM 3.5 and Video Portal 3.5.

Table 2 *Client Hardware and Software Requirements*

Video Portal Template	Required Browser Plugin(s)	Supported Browser
Flash only	Flash 8 or later	Windows: Internet Explorer 6.0, Firefox 1.5.0.6 Linux/UNIX: Firefox 1.0.7 Apple Macintosh: Safari 2.0, Firefox 1.5.0.6
Flash/Windows Media	Flash 8 or later and Windows Media 9 or later	Windows: Internet Explorer 6.0, Firefox 1.5.0.6
Flash/RealPlayer	Flash 8 or later and RealPlayer 10 or later	Windows: Internet Explorer 6.0, Firefox 1.5.0.6 Linux/UNIX: Firefox 1.0.7 Apple Macintosh: Safari 2.0, Firefox 1.5.0.6
Flash/QuickTime	Flash 8 or later and Quicktime 7.1 or later	Windows: Internet Explorer 6.0, Firefox 1.5.0.6 Apple Macintosh: Safari 2.0, Firefox 1.5.0.6

Table 3 lists the browser requirements for Video Portal Reports (VPR 3.5).

Table 3 *Video Portal Reports (VPR 3.5) Browser Requirements*

Platform	Browser
Windows	<ul style="list-style-type: none"> Internet Explorer 5.5 minimum, with Adobe SVG Plug-in 3.0 or later Firefox 1.5.0.6 or later
Linux/UNIX	<ul style="list-style-type: none"> Firefox 1.0.7 or later
Apple Macintosh	<ul style="list-style-type: none"> Firefox 1.5.0.6 or later

Open and Resolved Caveats

Table 4 lists outstanding caveats in Cisco DMS 3.5. Table 5 lists caveats resolved since the previous release.



Note

To obtain more information about known caveats, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log in to Cisco.com.)

Table 4 *Known Caveats*

Problem ID	Description	Workaround
CSCsf27269	Uploading two video types at the same time causes both of the fields to be populated with the same file name.	Upload only a single video type at a time.
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.

Table 4 Known Caveats

Problem ID	Description	Workaround
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.
CSCsf25247	A Java script (JSP) exception is generated when you add a related item to archived video.	Do not edit the archive content.
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> <ul style="list-style-type: none"> • For Firefox users: <ul style="list-style-type: none"> – Open a Firefox window. – Select Tools > Options – Select the Content tab. – Deselect the check box labeled Block Popup Windows. – Right-click the Allowed Sites button, and add the address of the website you want to allow. • For Internet Explorer users, Windows 2000 SP4: <ul style="list-style-type: none"> – Open an Internet Explorer window. – Select Internet Options > Tools. – Select the Privacy tab – Deselect the check box labeled Block pop-ups. – Select OK or Apply. • For Internet Explorer users, Windows XP SP2: <ul style="list-style-type: none"> – Open an Internet Explorer window. – Select Tools > Pop-up Blocker. – Select Turn off Pop-up Blocker.
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.
CSCsg49107	Two identical “test-only” pull configurations are created under certain conditions when adding a new encoder.	Delete one of the “test-only” pull configurations before using it.
CSCsg45123	You cannot stop the transcoding task on the dashboard when there is a scheduled live event.	Unschedule the live event, return to the dashboard, and stop the transcoding task.
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.

Table 5 Resolved Caveats

Problem ID	Description	Workaround
CSCsf27274	No preview image appears in the Video Portal	Always upload the Preview Content file in the Video part form.
CSCsg20496	Deployment from the DMM to the Video Portal fails if any of the deployment locations are blank.	Populate all deployment locations (DMM >> Configuration Manager >> Deploy Locations) with a root file directory and valid root URL path for all media formats (for example, Windows Media or Flash), regardless of which supported media formats are selected.
CSCsf22941	A user with pwadmin access privileges is logged out from the Appliance Administrator Interface (AAI) after changing the pwadmin password	Log in from the AAI again.
CSCsf27284	Any of the instance names used in the past are not reflected visually in AAI	No known workaround exists for this problem.
CSCsf31024	Explanatory text in the Syslog screen has an error. In the area where you can chose between USB or SFTP, the text at the top reads From this menu you can shutdown or reboot the Digital Media Manager . The text should read From this menu you can save the appliance syslog to a USB drive or to a SFTP server	No workaround needed.
CSCsg31375	If the Preview Content File URL field of a video portion is left blank, after three to five deployments the application stops responding.	Always deploy a NoPreviewAvail.jpg or NoPreviewAvil.swf in the video portion.

Related Documentation

Refer to the Cisco Digital Media System Documentation Roadmap for a list of related documentation:
http://www.cisco.com/en/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 website at this URL:

<http://www.cisco.com>

You can access international Cisco websites 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 website 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 nonemergencies.

- For nonemergencies—psirt@cisco.com

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

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



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.

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 website 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 Website

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

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website 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 website 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 website. 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 website 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 website 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/abtnicd/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>

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