



# Configuring Failover Between Redundant Cisco Vision Director Servers

Cisco Vision Director supports an environment best described as *warm standby* between two servers that run the Cisco Vision Director software—one of the servers operates as the primary active server and the other server operates as a secondary backup server. If a failure occurs, you can configure the backup server to become the active server, but the failover process is not automatic.

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**Note:** Restoring the primary server after failover to secondary requires a service interruption and should only be conducted during scheduled downtime. Be aware that until you change the IP address of the primary server to remove the addressing conflict with the newly active secondary server, you will be unable to schedule backups between the two servers. Reconfigure the backup/restore environment using the Text Utility Interface (TUI) after the restore. For more information, see [Backing Up and Restoring Cisco Vision Director Servers, page 85](#).

## Prerequisites for Configuring Failover Between Redundant Cisco Vision Director Servers

Before you promote a secondary server to become the primary active server, be sure that the following requirements are met:

- You have either physical console access or an SSH client such as PuTTY to log into both Cisco Vision Director servers.
- You understand how to use the Text Utility Interface (TUI). For more information, see [Cisco Vision Dynamic Signage Director Server Text-Based User Interface, page 109](#). To select a menu item, type the character that corresponds to the menu option and press **Enter**.
- Verify that you have a successful backup of the primary server on the secondary server. For more information, see [Backing Up and Restoring Cisco Vision Director Servers, page 85](#).
- The Cisco Vision Director backup server is on the same subnet as the primary server.
- The servers are using the Eth0 interface for connection to the network.

- You have the IP addresses of the primary and secondary servers.

**Tip:** The IP address for the server is displayed on the screen when you log into the TUI. You also can view the `/etc/hosts` information on each server using the **TUI System Settings > System Information** menu option.

## Restrictions for Configuring Failover Between Redundant Cisco Vision Director Servers

The Cisco Vision Director server redundancy architecture has the following restrictions:

- The Cisco Vision Director server architecture does not support automatic failover when a failure occurs on the active server.
- Depending on your environment, it takes 30 minutes or more to complete the manual failover process.
- In addition, after the manual failover process completes, perform a script push if you are in an active event, which depending on your deployment and content size, can take anywhere from minutes to an hour. When pushing the script again, there will be a service interruption.

## Information About Failover Between Redundant Cisco Vision Director Servers

[Figure 1 on page 98](#) shows the architecture of Cisco Vision Director server redundancy under normal network conditions and operation. The primary and secondary servers are addressed as independent hosts with two different IP addresses on the same subnet in the Cisco Connected Venue (Connected Stadium) network.

While the secondary server is still connected to the network, notice that communication and control only occurs between the primary Cisco Vision Director server and the rest of the network, including the DMPs.

The secondary server is only connected to the network as a backup to the primary, should a failure occur. Configure the secondary server to be backed up with data from the primary server on a scheduled basis.

**Figure 1 Cisco Vision Director Redundancy Under Normal Operation**



[Figure 2 on page 99](#) shows the redundancy environment when connectivity from the primary Cisco Vision Director server fails. When the primary server fails, a manual process must take place to restore the secondary server from a backup, shut down the primary server, and activate the secondary server as the primary.

Notice that the secondary server must be reconfigured to use the same IP address as the original primary server. In this example, the secondary server IP address is changed to 10.0.0.1 (from 10.0.0.2) to match the primary server address. When the process completes, communication and control only occurs between the newly activated secondary server and the rest of the network.

**Note:** The word “failover” does not mean automatic activation of a secondary server. **The failover process is manual.**

**Figure 2 Cisco Vision Director Redundancy Under Failover Operation**

## How to Promote a Standby Secondary Server to the Active Server

This section describes the related tasks to perform when a primary Cisco Vision Director server fails in a redundant server environment, or if you need to perform an upgrade of your Cisco Vision Director software. It includes tasks to activate the secondary server to replace the functionality of the primary server for Cisco Vision Director operation.

**Note:** To select a TUI menu item, type the character that corresponds to the menu option and press **Enter**.

This section includes the following tasks:

- [Starting and Configuring the Services on the Secondary Server, page 99](#) (required)
- [Restoring the Secondary Server with System Data From a Backup File, page 100](#) (required)
- [Stopping Services and Auto-Restart and Shutting Down the Primary Server, page 100](#) (required)
- [Shutting Down Services on the Secondary Server, page 100](#) (required)
- [Changing the IP Address on the Secondary Server, page 101](#) (required)
- [Restarting the Network Service on the Secondary Server, page 103](#) (required)
- [Verifying Network Connectivity to the Secondary Server, page 103](#) (required)
- [Clearing the ARP Cache on the Switch, page 104](#) (optional)
- [Restarting Cisco Vision Director on the Secondary Server, page 104](#) (required)
- [Verifying the Cisco Vision Director Configuration on the Secondary Server, page 105](#) (required)

## Starting and Configuring the Services on the Secondary Server

**To start and configure the services on the secondary server:**

1. Log into the TUI as installer on the *secondary* server using a directly-connected console or SSH client.

The TUI Main Menu displays.

2. Choose **Cisco Vision Server Administration**.
3. Choose **Failover**.
4. Choose **Promote as Primary/Active**.

The Cisco Vision Director services are started and configured to start automatically when a reboot occurs.

## Restoring the Secondary Server with System Data From a Backup File

### To restore the secondary server with system data from a backup file:

1. Log into the TUI as installer on the *secondary* server using a directly-connected console or SSH client.

The TUI Main Menu displays.

2. Choose **Cisco Vision Server Administration**.
3. Choose **Restore all system data from system backup**.
4. Select the components that you want to restore, and select the date of the backup file to use for the restore.
5. Click **Apply**.

The restore begins. A dialog box appears notifying you when the restore process successfully completes.

6. When the restore is complete, look around the system to verify that everything looks as expected.

## Stopping Services and Auto-Restart and Shutting Down the Primary Server

**Note:** If the primary server becomes unavailable for this task, power down the server so that it will not conflict with the newly active secondary server.

### To stop services and auto-restart and to shut down the primary server:

1. Log into the TUI as installer on the *primary* server using a directly-connected console or SSH client.

The TUI Main Menu displays.

2. Choose **Cisco Vision Server Administration**.
3. Choose **Failover**.
4. Choose **Configure as Secondary/Inactive**.
5. Press any key to return to the **Failover** sub-menu.
6. Return to the **Cisco Vision Server Administration** menu by typing **R** and pressing **Enter**.
7. Choose **Power Off**.

The primary server shuts down.

## Shutting Down Services on the Secondary Server

### To shut down services on the secondary server:

1. Log into the TUI as installer on the *secondary* server using a directly-connected console or SSH client.

The TUI Main Menu is displayed.

2. Choose **Cisco Vision Server Administration**.
3. Choose **Shutdown Dynamic Signage Director software**.

All Cisco Vision Director services stop.

4. Return to the Main Menu by typing **R** and pressing **Enter**.

## Changing the IP Address on the Secondary Server

### Prerequisites

Before you change the IP address on the secondary server, be sure that the following requirements are met:

- You have the IP address of the primary server.
- You understand how to use the vi editor. For information about using the vi editor, see [Cisco Vision Dynamic Signage Director Server Text-Based User Interface, page 109](#).

**Note:** The system will run if the localhost entry exists but the hostname entry is missing in the `/etc/hosts` file. However, when the secondary hostname exists, the IP address of the secondary server must be changed to match the IP address of the primary server.

### Procedure

**Tip:** If you need to back out of the TUI menus for any reason, type `:q`

**To change the IP address on the secondary server:**

1. Log into the TUI as installer using a directly-connected console or SSH client. The TUI Main Menu displays.
2. From the Main Menu, choose **System Settings**.
3. Choose **Network Settings**.
4. Choose **Setup Network Information**.

**Tip:** To navigate through the TUI menus, type the character that corresponds to the menu area (a, b, c, and so on) and press **Enter**. To return to other menus, use one of the indicated keys to return to prior menus.

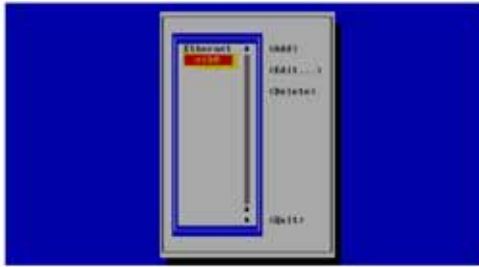
5. At the Network Manager TUI screen, select **Edit a Connection** ([Figure 3 on page 101](#)).

**Figure 3** Edit a Connection



6. Select "eth0"
7. Select "Edit..." ([Figure 4 on page 102](#)).

## How to Promote a Standby Secondary Server to the Active Server

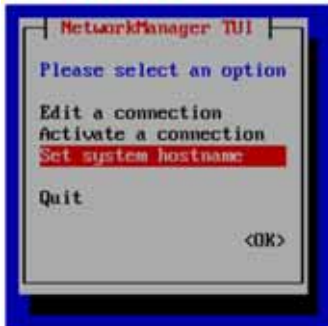
**Figure 4** Editing the Network

8. Set IPv4 CONFIGURATION to “Manual” (Figure 5 on page 102).
9. Select “Show” to provide details.
10. Press the tab key until the cursor is positioned on the Static IP address line.
11. Press the backspace key to go to the beginning of the line and type in the IP address of the primary server.  
Format is: *ip address/prefix*  
In our example from Figure 2 on page 99, this would be 10.0.0.1. Use the actual IP address of your primary server.

**Figure 5** Network Setup**Notes:**

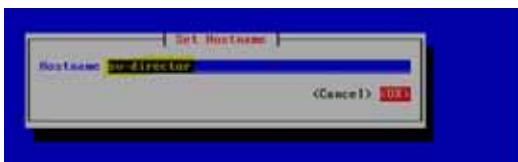
Do not change the name of “eth0”.  
Keep the IPv6 CONFIGURATION to “Ignore”.  
Leave the boxes for “Automatically connect” and “Available to all users” checked.

12. Navigate to **OK** and hit **Enter**.
13. Press any key to return to the **Network Settings** sub-menu.
14. Select **Set system hostname** (Figure 6 on page 103).

**Figure 6 Set System Hostname**

15. Provide the Cisco Vision Director server name and hit OK.

**Note:** Use a fully-qualified domain name (FQDN) for the hostname.



16. See [Editing the Hosts File, page 25](#).

17. Replace this server's IP address with the IP address of the primary server.

18. Save the configuration and exit vi using the following command:

```
:wq
```

## Restarting the Network Service on the Secondary Server

**To restart the network service on the secondary server:**

1. From the TUI Main Menu on the secondary server, go to the **Services Control** sub-menu.
2. Select the **Networking** option.  
The Networking sub-menu is displayed.
3. Select the **Restart networking** option.

The network daemon is restarted and the IP address change is put into effect on the secondary server.

**Note:** If you are connected to the server through the network using SSH, your session disconnects. Reconnect using the IP address of the primary server.

## Verifying Network Connectivity to the Secondary Server

**To verify network connectivity to the secondary server:**

1. From the TUI Main Menu on the secondary server, go to the **Troubleshooting** sub-menu.
2. Select the **Ping a host** option.
3. At the "Enter hostname" prompt, type the hostname or IP address of the secondary server and press **Enter**.

## How to Promote a Standby Secondary Server to the Active Server

4. Look for successful transmission and receipt of PING packets.

**Note:** If you cannot reach the secondary server, go to [Clearing the ARP Cache on the Switch, page 104](#).

5. Press **Ctrl-C** to stop sending PING packets.
6. Press any key to return to the Troubleshooting menu.

## Clearing the ARP Cache on the Switch

This task is optional; the ARP cache on the switch will refresh in 5–10 minutes. However, if you cannot access the secondary server after changing its IP address, clear the ARP cache for that IP address on the switch using the **clear ip arp** privileged EXEC command.

### To clear the ARP cache on the switch:

1. Use a directly-connected console, or if you know the IP address of the switch, use Telnet to access the switch as shown in the following example, where *ip-address* is the address of your switch:

```
telnet ip-address
```

2. At the corresponding prompts, enter your login information as shown in the following example, where *yourname* and *yourpass* are your username and password:

```
Username: yourname  
Password: yourpass  
switch>
```

3. Enter privileged EXEC mode using the **enable** command and corresponding password:

```
switch> enable  
Password: enablepassword  
switch#
```

4. To clear the ARP cache of the newly-assigned IP address now used by the secondary server, use the **clear ip arp** command as shown in the following example:

```
clear ip arp 10.0.0.1
```

## Restarting Cisco Vision Director on the Secondary Server

### To restart Cisco Vision Director on the secondary server:

1. Do one of the following on the *secondary* server:
  - If still logged into the TUI, go to the Main Menu.
  - If not still logged into the TUI as installer on the secondary server, use the new IP address and log in again using a directly-connected console or SSH client.

The TUI Main Menu displays.

2. Choose **Cisco Vision Server Administration**.
3. Choose **Restart Dynamic Signage Director software**.

All Cisco Vision Director services are started.

4. Press any key to return to the Cisco Vision Server Administration sub-menu.
5. Press **R** and **Enter** until you return to the Main menu.



6. Press **X** to exit the TUI.

## Verifying the Cisco Vision Director Configuration on the Secondary Server

### To verify the Cisco Vision Director configuration on the secondary server:

1. Log into Cisco Vision Director on the **secondary** server using an administrator account.
2. From the Cisco Vision Director main menu, click **Device Management > Get Status**.
3. Click **Play (Send Command)**.  
Confirm that you have successful communication between the DMPs and Cisco Vision Director.
4. Verify that all of the content is on this server.
5. To establish control of the DMPs, start a script without any content and with **No Staging** selected. This should require less than 10 minutes.

**Note:** You can push a script with content, but that means longer downtime.

## How to Restore the Primary Server to Active

**Note:** This task requires a service interruption.

At a scheduled downtime, restore the primary server as the active server to re-establish your normal operating environment to clean up the original primary server from a failure or prepare to do a software upgrade, make IP addressing changes, and have regularly scheduled backups again between the two servers.

**Note:** To select a TUI menu item, type the character that corresponds to the menu option and press **Enter**.

This section includes the following tasks:

- [Prerequisites to Restoring the Primary Server to Active, page 105](#)
- [Stopping Services and Auto-Restart on the Secondary Server, page 106](#) (required)
- [Changing the IP Address on the Secondary Server, page 106](#) (required)
- [Verifying Network Connectivity on the Secondary Server, page 106](#) (required)
- [Starting and Configuring the Services on the Original Primary Server, page 107](#) (required)
- [Verifying Network Connectivity to the Primary Server, page 107](#) (required)
- [Restoring the Original Primary Server with System Data From a Backup File, page 107](#) (as required)
- [Restarting the Cisco Vision Director Software, page 108](#) (required after restore run)
- [Verifying the Cisco Vision Director Configuration on the Original Primary Server, page 108](#) (required)
- [Upgrading the Primary Server Software, page 108](#) (as required)
- [Reconfiguring the Backup Environment After Upgrades, page 108](#) (as required)

## Prerequisites to Restoring the Primary Server to Active

If you make any administrative changes on the active secondary server, run a successful backup.

## How to Restore the Primary Server to Active

While the secondary server is still active, re-configure the backup environment and run a manual backup from the Cisco Vision Director **Manage Software > System Backups**. The latest backup will then be copied to the primary (inactive) server. For more information, see [Backing Up and Restoring Cisco Vision Director Servers, page 85](#).

**Note:** Smart Software Licensing requires that you register both servers. See the [Cisco Vision Software Installation and Upgrade Guide](#).

## Stopping Services and Auto-Restart on the Secondary Server

**To stop services and auto-restart of them on the secondary server:**

1. Log into the TUI as installer on the **secondary** server using a directly-connected console or SSH client.  
The TUI Main Menu displays.
2. Choose **Cisco Vision Server Administration > Failover**.
3. Choose **Configure as Secondary/Inactive**.
4. Press any key to return to the Failover sub-menu.
5. Return to the **Cisco Vision Server Administration** menu by typing **R** and pressing **Enter**.
6. Choose **Shutdown Dynamic Signage Director software**.

## Changing the IP Address on the Secondary Server

### Prerequisites

Before you change the IP address on the secondary server, be sure that the following requirements are met:

- You have the IP address of the secondary server.
- You understand how to use the vi editor. For information about using the vi editor, see [Cisco Vision Dynamic Signage Director Server Text-Based User Interface, page 109](#).
- See procedure [Changing the IP Address on the Secondary Server, page 101](#).

## Verifying Network Connectivity on the Secondary Server

**To verify network connectivity to the secondary server:**

1. From the TUI Main Menu on the **secondary** server, go to the **Troubleshooting** sub-menu.
2. Choose **Ping a host**.
3. At the “Enter hostname” prompt, type the hostname or IP address of the secondary server and press **Enter**.
4. Look for successful transmission and receipt of PING packets.  
**Note:** If you cannot reach the secondary server, go to [Clearing the ARP Cache on the Switch, page 104](#).
5. Press **Ctrl-C** to stop sending PING packets.
6. Press any key to return to the Troubleshooting menu.

## Starting and Configuring the Services on the Original Primary Server

### To start and configure the services on the original primary server:

1. Power on the original **primary** server.

**Note:** It might take a few minutes for SSH to be available as the server boots.

2. Log into the TUI as installer on the original **primary** server using a directly-connected console or SSH client.

The TUI Main Menu displays.

3. Choose **Cisco Vision Server Administration > Failover**.

4. Choose **Promote as Primary/Active**.

The Cisco Vision Director services are started and also configured to start automatically when a reboot occurs.

5. Press any key to return to the Failover sub-menu.
6. If a script is running on the original primary Cisco Vision Director server, end the script.

## Verifying Network Connectivity to the Primary Server

### To verify network connectivity to the primary server:

1. From the TUI Main Menu on the original **primary** server, go to the **Troubleshooting** sub-menu.
2. Choose **Ping a host**.
3. At the "Enter hostname" prompt, type the hostname or IP address of the primary server and press **Enter**.
4. Look for successful transmission and receipt of PING packets.

**Note:** If you cannot reach the secondary server, go to [Clearing the ARP Cache on the Switch, page 104](#).

5. Press **Ctrl-C** to stop sending PING packets.
6. Press any key to return to the Troubleshooting menu.
7. Press **R** and **Enter** until you return to the Main menu.
8. Press **X** to exit the TUI.

## Restoring the Original Primary Server with System Data From a Backup File

If any administrative changes were made to the system while in failover to the other server, restore the backup from the secondary.

**Note:** This step requires that a backup was run from the secondary server to the primary, before reactivating the primary server.

### To restore the original primary server with system data from a backup file:

1. Log into Cisco Vision Director on the original **primary** server using an administrator account.
2. From the Cisco Vision Director Main Menu, click **Configuration > System Configuration**.
3. From the Dashboard drawers, select **Tools > Advanced > Restore system data from backup**.

## How to Restore the Primary Server to Active

4. Select the components that you want to restore.
5. Select the date of the backup file to use for the restore.
6. Click **Apply**. The restore begins.

## Restarting the Cisco Vision Director Software

After you perform any restore on a Cisco Vision Director server, restart the Cisco Vision Director software to resume normal operation of the services.

### To restart the Cisco Vision Director software:

1. Log into the TUI as installer on the original **primary** server using a directly-connected console or SSH client.

The TUI Main Menu displays.

2. Go to **Cisco Vision Server Administration > Restart Cisco Vision Director Software**.
3. Press **R** and **Enter** until you return to the Main menu.
4. Press **X** to exit the TUI.

## Verifying the Cisco Vision Director Configuration on the Original Primary Server

### To verify the Cisco Vision Director configuration on the original primary server:

1. Log into Cisco Vision Director on the original **primary** server using an administrator account.
2. From the Cisco Vision Director Main Menu go to **More > Management Dashboard**.
3. From the Dashboard drawers, select **DMP and TV Controls > Monitoring > Get Status**.

Confirm that you have successful communication between the DMPs and Cisco Vision Director.

4. Verify that all of the content is on this server.
5. Test the system by looking at the status in the **Management Dashboard**.
6. Run a test script to verify operation of the system.

## Upgrading the Primary Server Software

**Note:** This task is only necessary when performing a software upgrade on redundant servers according to the instructions in [Cisco Vision Software Installation and Upgrade Guide: Dynamic Signage Director Release 6.4](#).

After you restore the original **primary** server to active status after an upgrade of the software on the **secondary** server, upgrade the primary server software.

## Reconfiguring the Backup Environment After Upgrades

After you complete software upgrades for both the secondary and primary servers, reconfigure the backup environment to re-enable the backup account on the **secondary** server and to configure the **primary** server for automatic backup and restore. For more information, see [Backing Up and Restoring Cisco Vision Director Servers, page 85](#).