



Monitoring Media Player Operation During an Event Using Device Management

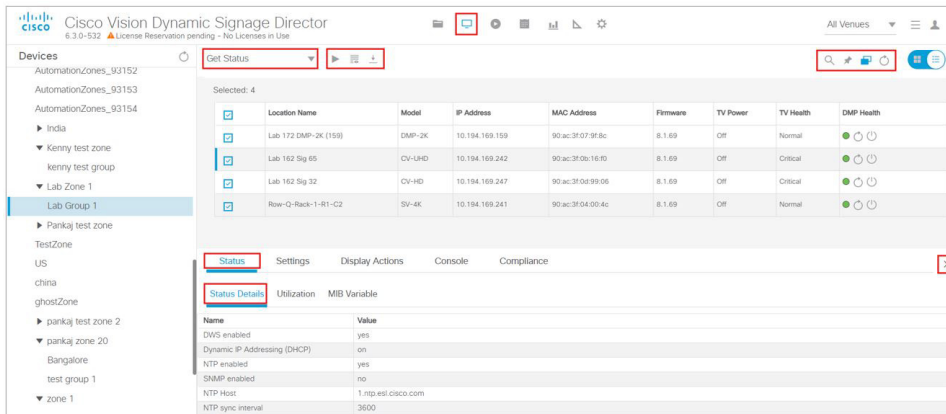
User Role: Administrator / Help Desk/ Support / Venue Operator / Venue Administrator

This module describes how to monitor operation of media players using **Device Management** in Cisco Vision Director.

Information About Device Management

The **Device Management** application shows at-a-glance device status information for media players and their attached TV displays during an event ([Figure 1 on page 237](#)).

Figure 1 Accessing the Device Management Application



Device Management Highlights

- Is accessible from the Cisco Vision Director **Main Menu**.
- Supports multi-venue site selection.
- Polls media players every 120 seconds (default) and auto-refreshes the monitoring display.
- Supports different ways to view device status.
- Allows you to select media players that you want to monitor by:
 - All criteria
 - Location Name

Device Management Views

- Description
 - IP address
 - MAC address
 - Firmware
 - DMP state
 - DMP health
 - DMP model
 - TV status
 - TV health
 - Location
 - WiFi enabled
 - Power Over Ethernet
- Provides icon for Administrator to Refresh or Restart a digital media player.
 - Displays the folder structure in the Devices panel into Zones and Groups, Luxury Suites, the Auto Registered Devices, and All Devices.

Device Management Roles

Note: The Administrator is the only role that can restart media players within the **Device Management** interface, or change the polling interval.

Device Management can be used by the following Cisco Vision Director user roles:

- Administrator
- Help Desk
- Support
- Venue Administrator
- Venue Operator

Device Management Views

Device Management supports three monitoring views of device status:

- **Thumbnail View**—Provides the Devices Panel and the thumbnail of the devices or toggles to only List view.
- **List View**—Provides detailed device status information in a tabular format.

Enhancements to Device Management

When the **Management Dashboard** interface got completely redesigned for Release 6.3, we moved the capabilities of the **Monitor and Status** of the devices and the **DMP and TV Control** drawers to **Device Management**. We upgraded the search/filter functions to allow you to quickly perform an action on large groups of DMPs. To make your search or filter

Enhancements to Device Management

functions additive, use the **Pin** (see red box in [Figure 1 on page 237](#)).

- Hover over the icons in the top right for functions.
- Click the **Refresh** icon in the top right of the **Devices** panel to refresh your preview, without having to wait for the next auto-refresh cycle to show a preview. This works for multiple DMPs, too.
- Within a Zone or Group, you can use Pinning mode (see [Pinning Mode, page 239](#)) to select multiple DMPs within a set and perform a function (such as Turn TV On).
- Provides **Status, Settings Display Actions, Console, and Compliance** tabs data—each with their own sub set of tabs for read-only information (ported from **Management Dashboard**)

Note: Thumbnail view for the Auto Registered and All Devices folders is not supported.

Pinning Mode

We added a new feature and a **Pin** icon. Using **Pin** allows you to build “sets” or groups of DMPs on which you want to take an action, such as Start Streaming ([Figure 1 on page 237](#)). Pinning mode works in conjunction with Search/Filter and allows you to “pin” your results to the previous Search/Filter criteria. This makes your searches additive, allowing you to build groupings more effectively. See [Device Management Filters, page 244](#) to use **Pin** and **Search/Filter** modes.

Note: When in Pinning Mode, if you toggle back and forth from Listview to Thumbnail View, all your list criteria is lost.

Status of the DMPs

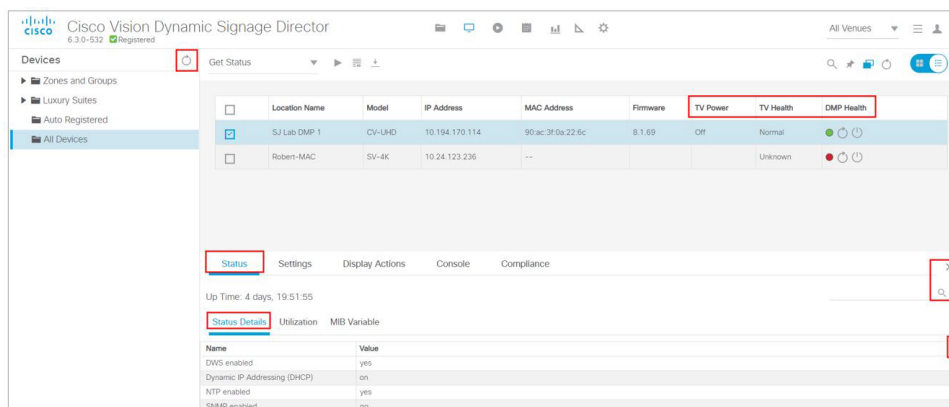
The **Status** functions are available in **Device Management**. This interface allows you to view device information.

Check Status of the Devices

To see device status information:

1. Click **Device Management**.
2. Select a device from the folders in the Devices panel. The main panel displays.
3. Select a device from the main panel and five **Status** tabs appears below ([Figure 2 on page 239](#)).

Figure 2 Device Status Information Panel



The top row of tabs determine what the lower row of tabs display. All of the columns are searchable. Start typing in the search field and the information updates.

Check the Console Information

To check the Console data:

1. Click the **Console** tab (Figure 3 on page 240). The display option default is **All** messages.

2. Click the down arrow to choose one of the following criteria to filter to:

- Debug
- Info
- Warning
- Error

Figure 3 Console Information on the Devices

The screenshot displays the Cisco Vision Dynamic Signage Director interface. The main panel shows a table of devices with columns for Location Name, Model, IP Address, MAC Address, Firmware, TV Power, TV Health, and DMP Health. The 'Console' tab is selected, showing a list of messages with timestamps and details. A dropdown menu is open, showing the 'All' filter option.

Location Name	Model	IP Address	MAC Address	Firmware	TV Power	TV Health	DMP Health
SJC Lab DMP 01	CV-UHD	10.194.170.114	90ac3f0a226c	7.1.111	Off	Critical	● ○ ○
Copy of pd fake 2	SV-4K	10.23.255.32	00:00:00:00:00:00			Unknown	● ○ ○
Unassigned-90-24-56-9c-6a-00	SV-4K	10.235.103.211	90:24:56:9c:6a:00			Unknown	● ○ ○
matt	SV-4K	10.24.76.164	a4:83:e7:69:a1:ac			Unknown	● ○ ○
test_new	SV-4K	100.100.100.100	--			Unknown	● ○ ○

Count: 101

Timestamp Message

- 07-11-2020 11:27 am Ping started for device: SJC Lab DMP 01, of type: CV_UHD
- 07-11-2020 11:27 am Ping failed to send SvDMPCommand to device: 10.194.170.114, error: Dmp10.194.170.114 Code 401 Unauthorized
- 07-11-2020 11:27 am Ping failed for device: 10.194.170.114
- 07-11-2020 12:18 pm Ping started for device: SJC Lab DMP 01, of type: CV_UHD
- 07-11-2020 12:18 pm Ping failed to send SvDMPCommand to device: 10.194.170.114, error: Dmp10.194.170.114 Code 401 Unauthorized
- 07-11-2020 12:18 pm Ping failed for device: 10.194.170.114
- 07-11-2020 01:09 pm Ping started for device: SJC Lab DMP 01, of type: CV_UHD

DMP and TV Controls

The **DMP and TV Controls** drawer of **Management Dashboard** is now available in **Device Management**. All the available commands and controls to choose from are under the **Get Status** drop-down arrow.

To perform an action on the DMPs:

1. Select all DMPs from your folders in the **Devices** panel. The devices appear in the center list.

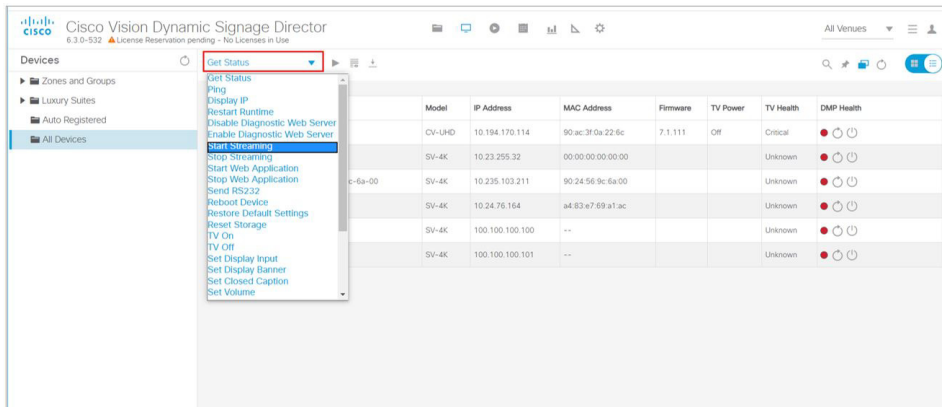
Note: To search / find DMPs, see [Device Management Filters, page 244](#).

2. Select the devices from the center panel. They are highlighted and the **Status** and **Console** tabs panel appear at the bottom portion of your screen.

3. Click the down arrow near **Get Status** and select an action from the list (Figure 4 on page 241).

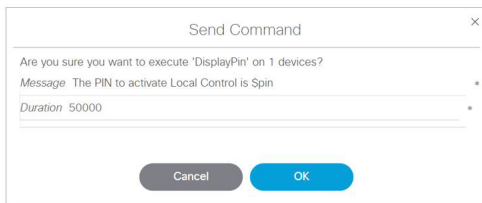
Enhancements to Device Management

Figure 4 Get Status Actions

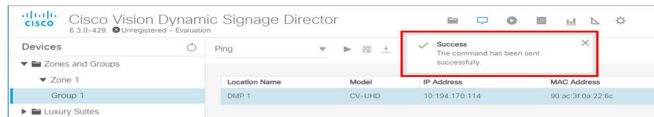


4. Click the **Play** icon (**Send Command**) on the device(s) to perform the action. The Send Command dialog box appears (Figure 5 on page 241). The Send Command box shows data applicable to the action you chose from the Get Status pull-down. Some fields are editable.

Figure 5 Send Command Dialog Box



5. Click **OK**. A confirmation of the command appears.

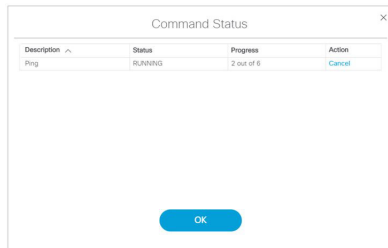


Check Status of the Command

To check the status of the command you just sent:

1. Click the **Command Status** icon (see icons in red box Figure 1 on page 237). The Command Status dialog box appears showing your selected devices and their status (Figure 6 on page 242). Depending on what action you chose (in the Description column, you can stop the Action, shown in the far right column). This dialog shows only “in-progress” commands. Completed commands are not shown in the Command Status dialog box. This control is similar to the **DMP and TV Control** drawer from Release 6.2 Management Dashboard.

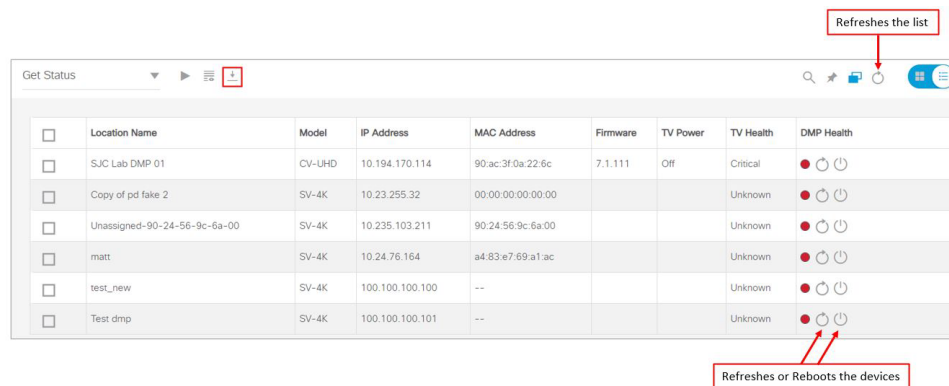
Enhancements to Device Management

Figure 6 Command Status Dialog Box**To export the punch list on the selected device(s):**

1. Click the **Export** icon (Figure 7 on page 242). The data downloads.

To refresh or reboot the devices or the screen:

1. Click the **Refresh** or **Reboot** icons (Figure 7 on page 242).

Figure 7 Refresh or Reboot Devices

DMP and TV Control

To select DMP or TV controls:

1. Select all DMPs from your folders in the **Devices** panel. The devices appear in the center list.

Note: To search / find DMPs, see [Device Management Filters](#), page 244.

2. Select the devices from the center panel.
3. Use the **Pin** to add more devices from other sets or groups.
4. Use the check boxes to select or deselect.
5. Click the down arrow near **Get Status** and select an action from the list (Figure 7 on page 242).
6. Click the **Play** icon (**Send Command**) on the device(s) to perform the action. The Send Command dialog box appears.
7. Click **OK**.

To turn on/off TVs or set channel numbers:

1. Select all DMPs from your folders in the **Devices** panel. The devices appear in the center list.

Enhancements to Device Management

Note: To search / find DMPs, see [Device Management Filters](#), page 244.

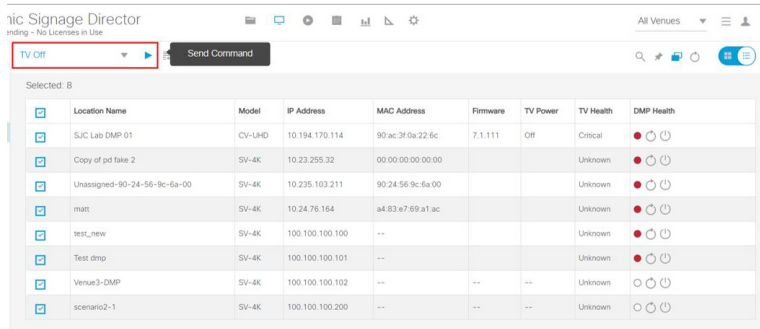
2. Select the devices from the center panel.
3. Use the **Pin** to add more devices from other sets or groups.
4. Use the check boxes to select or deselect.

To act on multiple devices:

Note: You must have the devices set in zones to turn off multiple devices. Also, you must have privileges to perform this action.

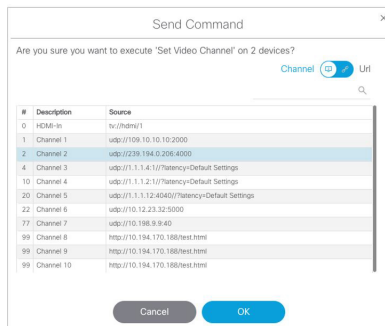
5. Select the TVs with the check boxes.
6. Use the action down arrow to select > **TV Off** ([Figure 8 on page 243](#)).
7. Click **Send Command** ([Figure 8 on page 243](#)).

Figure 8 Send Command to Turn TVs Off in Set

**To set channel numbers:**

1. Change the action pull down to **Set Video Channel** for the devices you selected (checked).
2. Click Send Command confirmation box appears ([Figure 9 on page 243](#)).

Figure 9 Send Command Confirmation



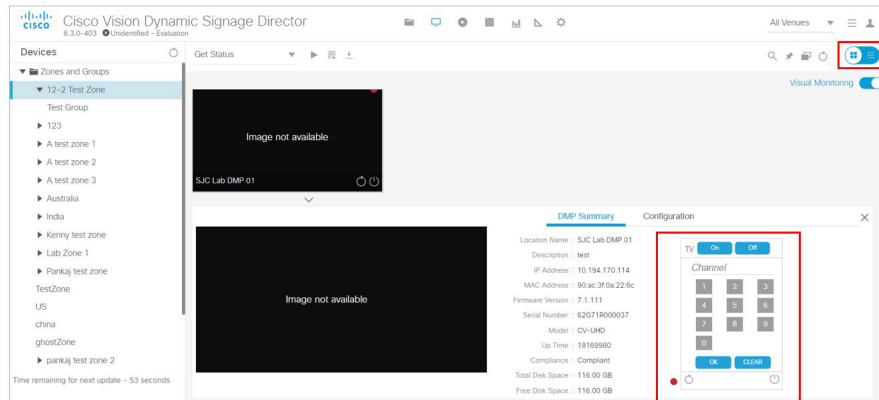
You can choose a channel from the list of channels from the channel guide or a URL channel. Use the toggle.

3. Click **OK**.

Enhancements to Device Management

For acting on a single device:

- Toggle to thumbnail view. Click an image in the view and the screen changes to show DMP summary and Configuration tab at bottom (Figure 10 on page 244).

Figure 10 TV Control Dialog Box

- Turn the selected devices on, off, set the Channel number, or refresh. To turn TVs off, a confirmation dialog box appears.
- Click **OK**.

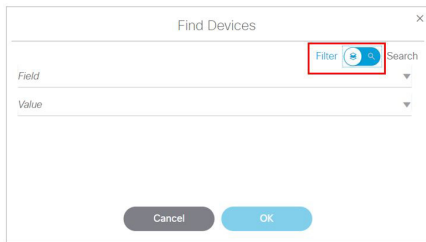
Device Management Filters

Filter allows you to apply filter criteria to the devices list so you see devices with specific characteristics or conditions:

- DMP State
- DMP Health
- Model
- TV Status
- TV Health
- Location
- Wifi Enabled
- Power over Ethernet

To use the filter function:

1. Select the device criteria from the **Devices** panel on the left.
2. Click **Search** and the **Find Devices** dialog box appears (Figure 11 on page 245). Toggle to **Filter**.
3. Search by **Field** or **Value**. Once you select the **Field** criteria from the bullet list above, the **Value** options update so only the options corresponding to the **Field** value display.
4. Click **OK**. The criteria appear in the list of devices.

Figure 11 Find Devices Dialog Box

Filter Devices Options and Criteria

Table 1 on page 245 lists the filtering criteria. To Find or Filter on your devices, choose a **Field** option, then the available options display in the **Value** field. This is particularly useful when building sets of DMPs on which to act.

Table 1 Filter Device Options

Field	Value
DMP State	Ready Not Ready Production
DMP Health	Normal Critical Unknown Unreachable Compliant Not Compliant
Model	CV-UHD2 CV-HD2 CV-UHD CV-HD SV-4K DMP-2K
TV Status	On Off
TV Health	Normal Critical Unknown
Location	Normal Location Mismatch Automatic Linked Manually Linked Link Failed
WiFi Enabled	Yes No
Power over Ethernet	Switch Interface Known Switch Interface Not Known

To add to (pin) your filter criteria and retain already searched or filtered devices:

1. Click the **Pin** icon.
2. Select different search/find criteria.
3. Click **OK**. The new information **adds** to your previous list. The check boxes allow you to deselect a device that you DON'T want to perform an action on.

Cisco Vision Director checks the set and does not duplicate entries in case of overlapping criteria.

Best Practices for Device Management

When working with **Device Management**, consider the following best practices:

- Do not change the DMP polling interval to less than the 120000 ms (2 minutes) default.
- To reduce network traffic, only enable monitoring for the DMPs that you want to observe for the event.

How to Use Device Management

This section includes the following topics:

- [Prerequisites for Device Management, page 246](#)
- [Restrictions for Device Management, page 246](#)
- [Enabling Visual Monitoring of Devices in Device Management, page 246](#)
- [Enabling Visual Monitoring of Devices in Device Management, page 246](#)
- [Viewing DMP Details in Device Management, page 247](#)
- [Rebooting DMPs in Device Management, page 248](#)
- [Changing the Device Management Polling Period, page 248](#)

Prerequisites for Device Management

Before you configure **Device Management**, be sure that the following conditions are met:

- DMPs are created in Cisco Vision Director.
- DMPs are assigned to zones, groups, and luxury suites.

Restrictions for Device Management

Before you use **Device Management**, consider the following restrictions:

- Only users with role of Administrator can reboot DMPs from **Device Management**.

Enabling Visual Monitoring of Devices in Device Management

User Role: Administrator / Help Desk / Support / Venue Operator / Venue Administrator

By default, monitoring of devices in **Device Management** is disabled.

Note: Visual Monitoring is supported for the DMPs in the **Zones and Groups** and **Luxury Suites** folders only.

How to Use Device Management

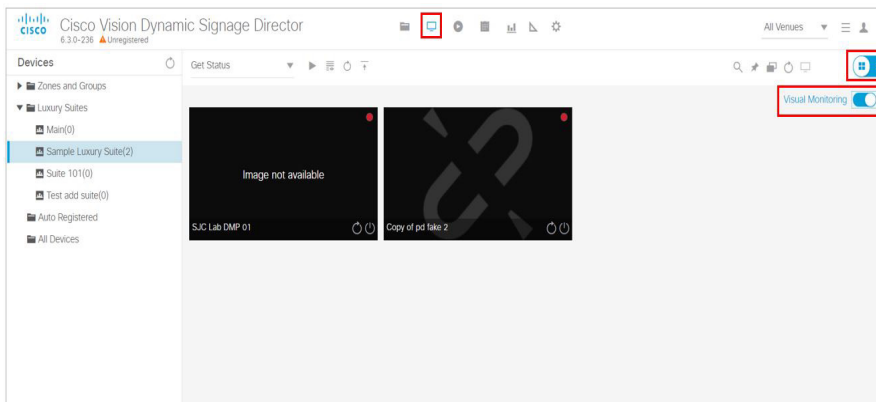
To enable monitoring of devices in Device Management:

1. From the **Device Management** screen, select a Zones and Groups or Luxury Suites folder and drill down to the device you want to see.
2. Switch the view to thumb nail. The images appear.

TIP: Disabled DMPs display “Non Monitorable” on the screen when you select them (Figure 12 on page 247).

3. Select the DMP(s) that you want to enable for monitoring and select the Visual Monitoring slider to ON (Figure 12 on page 247).

Figure 12 Visual Monitoring Checkbox



Viewing DMP Details in Device Management

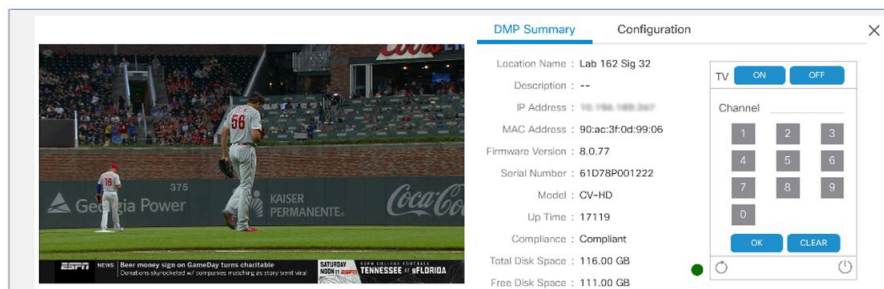
User Role: Administrator / Help Desk Support / Venue Operator / Venue Administrator

You can view a lot of information about DMPs from **Device Management** including addressing information, firmware version, disk space and configuration.

To view DMP details in Device Management:

1. Click **Device Management**.
2. Click Search / Filter find the DMP that you want information about.
3. Click the thumbnail of the DMP. The DMP Summary page displays (Figure 13 on page 247).

Figure 13 DMP Summary Panel



From here, there are TV controls you can manage such as:

How to Use Device Management

- Channel selection
- TV On
- Refreshing the DMP device
- Rebooting the DMP device

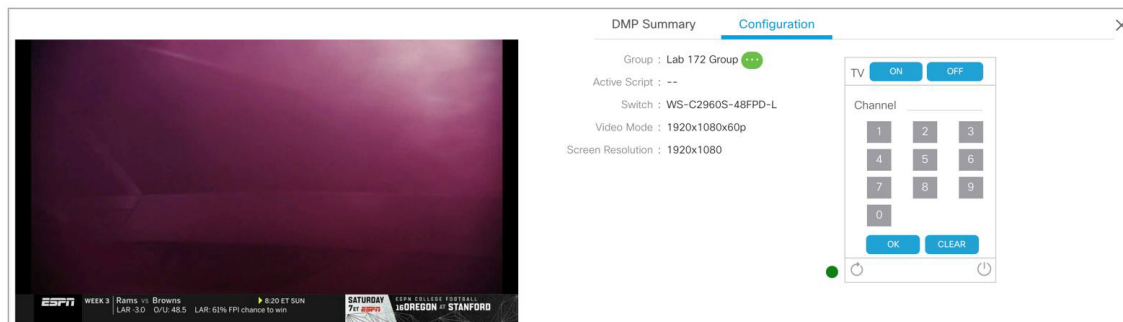
Note: In thumbnail view, **Refresh** only updates the devices you see on your screen, not the entire list of DMPs in the selected zone.

- To see configuration information such as switch and script information, click **Configuration**. The DMP Configuration page displays (Figure 14 on page 248).

From here, there are TV controls you can manage such as:

- Group
- Active Script
- Switch
- Video Mode
- Screen Resolution

Figure 14 DMP Configuration Panel



Rebooting DMPs in Device Management

User Role: Administrator / Venue Administrator

ONLY users with the Administrator role can reboot DMPs from within **Device Management**.

The reboot devices button can be used from either the grid view (Figure 7 on page 242) or list view.

Changing the Device Management Polling Period

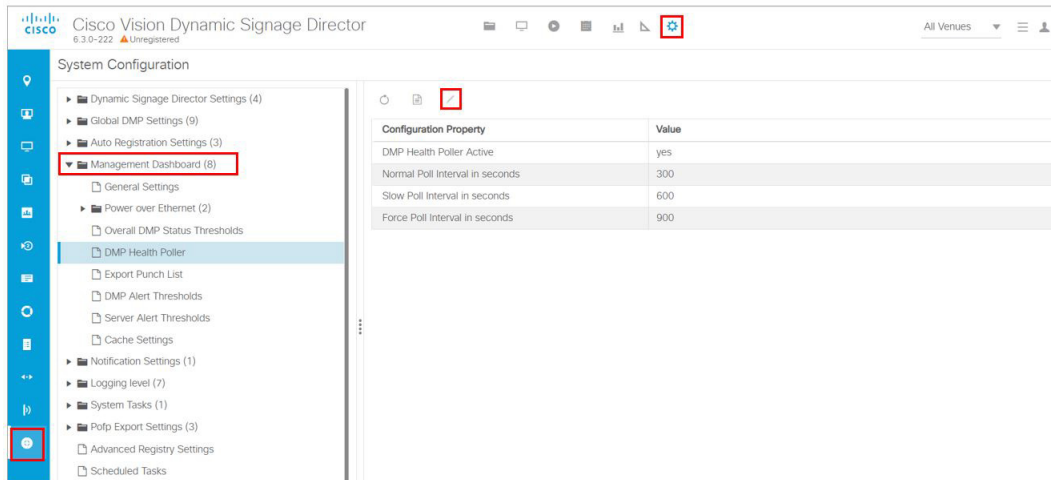
User Role: Administrator / Venue Administrator

By default, **Device Management** polls devices to update status every 120 seconds.

To change the Device Management polling period:

- Click **Configuration > System Configuration > Management Dashboard > DMP Health Poller**.
- In the Configuration Property box, select **Normal Poll Interval in seconds** (Figure 15 on page 249).

Figure 15 DMP Health Poller



3. Click **Edit**. The **Edit - Configuration Setting** dialog box appears.
4. In the **Value** field, type the time period in ms.
5. Click **Save**.

TIP: You do not need to reset the DMPs to apply the new value. Whenever a script starts, the media player retrieves the global settings.

Note: In Listview, polling occurs every 60 seconds for cached data.

