Upgrade Guide to Release 5.2.180.0 for Cisco Digital Media Encoder 2000

Cisco Digital Media Encoder (DME) 2000 version 5.2.180.0 is compatible with, and provides support for, these new features:

- Live Event Module 1.0, a separately licensed add-on to DMM-VPM 4.1.
- A new encoder profile for MPEG-4 Part 10 (H.264).

This guide contains these sections:
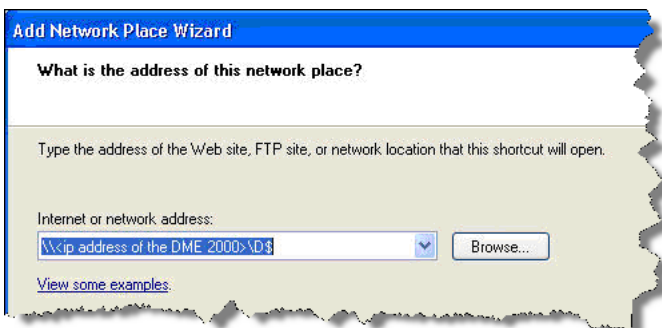
Preparing to Upgrade

Before you start to upgrade your DME 2000, use this checklist to confirm that you are ready.

	Task
☐	**1.** From a PC that uses Windows XP, configure a "network place" association to your DME. **a.** Double-click the **My Network Places** icon on the Windows desktop, then double-click **Add Network Place**. **b.** After the Add Network Place Wizard window opens, click **Next**. **c.** Click **Choose another network location**, then click **Next**. **d.** In the Internet or network address field, enter *DME**share* (where *DME* is the routable IP address or resolvable device name for your DME 2000 and *share* is its shared volume), then click **Next**. **Add Network Place Wizard** **What is the address of this network place?** Type the address of the Web site, FTP site, or network location that this shortcut will open. Internet or network address: \\\\<ip address of the DME 2000>\\D$ View some examples. **e.** In the Type a name for this network place field, enter a name that you can remember easily, like **DME2000**, then click **Next**. **f.** To save your work, click **Finish**.
☐	**2.** Back up or remove all VoD files that you have stored under the D:\AVFiles directory.
☐	**3.** Back up all custom encoder profiles that you have stored locally on your DME 2000. These profiles typically are stored in the C:\Program Files\Windows Media Components\Encoder\Settings directory. The upgrade will delete all of these profiles.
☐	**4.** Shut down your DME 2000, then do all of the following: **a.** Connect a monitor to the VGA port on back of the DME chassis. **b.** Connect a USB mouse and keyboard to the USB ports on back of the DME chassis. **c.** Restart your DME.
☐	**5.** Log in to your Cisco.com account, then go to http://www.cisco.com/cgi-bin/tablebuild.pl/dms.
☐	**6.** Download the **DME2000_92_00314_05_070924.exe** upgrade file, then save it on a network server or share point.

Performing the Upgrade

⚠

Caution   Do not manually restart a DME while an upgrade is in progress. It will restart automatically after the upgrade is finished.

After you have completed all of the tasks in the "Preparing to Upgrade" checklist, you can start to upgrade your DME 2000.

Step 1   On a PC that uses Windows XP, do the following:

  a.   Double-click the **My Network Places** desktop icon, then double-click the network place association to your DME.

  b.   When you are prompted to log in to your DME 2000, enter the username **niagara** and the password **password**.

  c.   Copy the upgrade file from the network server or share point where you saved it to the root folder of the D: drive on your DME.

Step 2   Using the keyboard and mouse that you attached to your DME, do the following:

  a.   To confirm that the upgrade file was copied successfully to the root folder of the DME D: drive, open the D: drive folder.
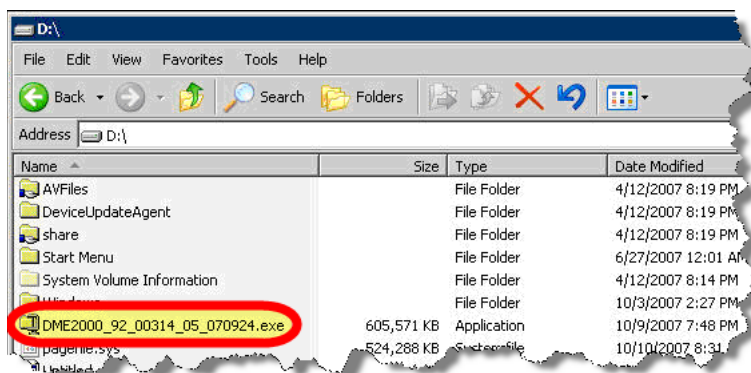
  b.   Double-click the upgrade file.

  c.   If you see a security warning message like this one, click **Run**:
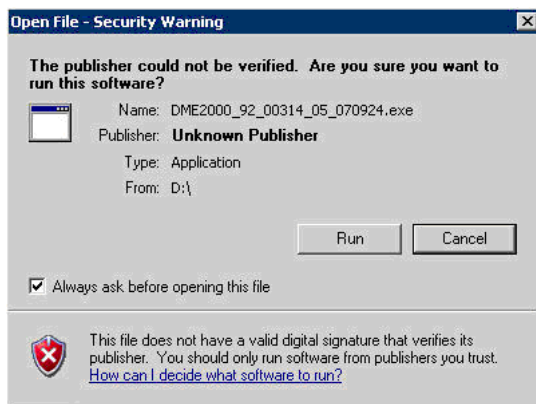
The progress bar in the self-extractor window shows how far the extraction has progressed.
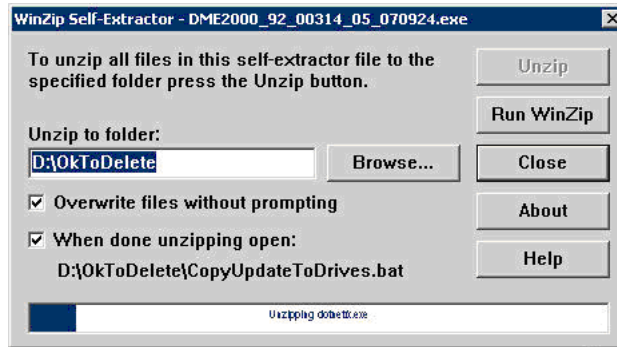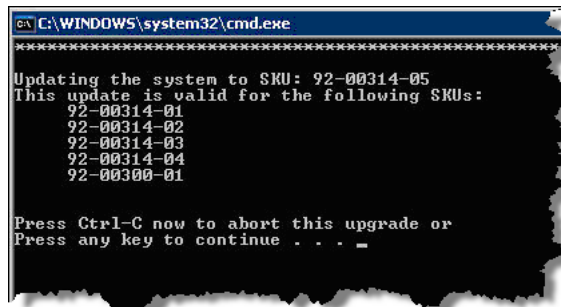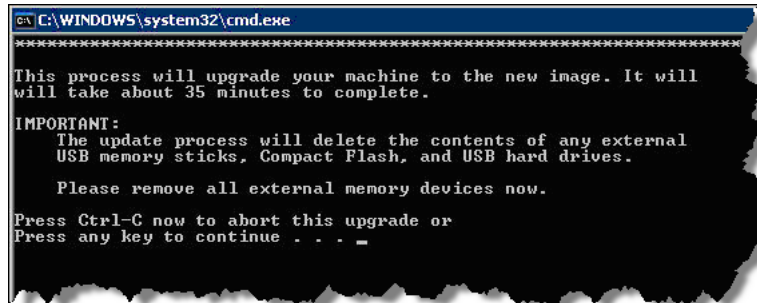
```
WinZip Self-Extractor - DME2000_92_00314_05_070924.exe          ✕

  To unzip all files in this self-extractor file to the          Unzip
  specified folder press the Unzip button.
                                                              Run WinZip
  Unzip to folder:
  D:\OkToDelete                      Browse...                    Close

  ☑ Overwrite files without prompting                            About

  ☑ When done unzipping open:
     D:\OkToDelete\CopyUpdateToDrives.bat                         Help

  [███                  ]      Unzipping dotnetfx.exe
```

After the file extraction is completed, the self-extractor window is closed automatically and a Windows command prompt window opens:
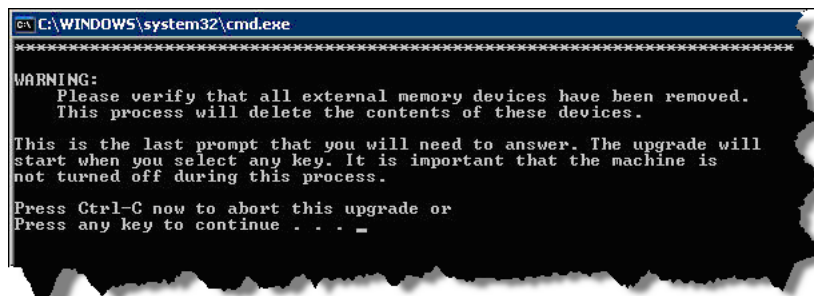
```
C:\WINDOWS\system32\cmd.exe
**********************************************************
Updating the system to SKU: 92-00314-05
This update is valid for the following SKUs:
     92-00314-01
     92-00314-02
     92-00314-03
     92-00314-04
     92-00300-01


Press Ctrl-C now to abort this upgrade or
Press any key to continue . . . _
```

d. When the message prompts you to continue, press the **spacebar**.

A second command prompt window opens automatically:

```
C:\WINDOWS\system32\cmd.exe
**********************************************************
This process will upgrade your machine to the new image. It will
will take about 35 minutes to complete.

IMPORTANT:
     The update process will delete the contents of any external
     USB memory sticks, Compact Flash, and USB hard drives.

     Please remove all external memory devices now.

Press Ctrl-C now to abort this upgrade or
Press any key to continue . . . _
```

e. When the message prompts you to continue, press the **spacebar**.

A third command prompt window opens automatically:

```
C:\WINDOWS\system32\cmd.exe
**********************************************************
WARNING:
     Please verify that all external memory devices have been removed.
     This process will delete the contents of these devices.

This is the last prompt that you will need to answer. The upgrade will
start when you select any key. It is important that the machine is
not turned off during this process.

Press Ctrl-C now to abort this upgrade or
Press any key to continue . . . _
```

f. When the message prompts you to continue, press the **spacebar**.

After your DME restarts automatically, the upgrade is finished.

Verifying That an Upgrade Was Successful

Step 1 After your DME has restarted, double-click the Internet Explorer icon on its desktop:

The Niagara Pro login prompt shows the installed DME software version:

Note **If the software upgrade finished successfully, the version number that you should see is 5.2.180.0.**

To complete the upgrade process, use the LCD panel on the front of your DME 2000 chassis to reconfigure the default settings.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.