



# Prisma II Transmitter Does Not Respond to ICIM "Update Adr" Command Technical Bulletin

## Overview

### Purpose

The purpose of this technical bulletin is to inform Prisma II™ transmitter users of a possible symptom where the transmitter does not respond to the ICIM "Update Adr" command, and explain how to resolve that symptom should it occur.

### Audience

This technical bulletin applies to all system engineers and managers who are responsible for operating and/or maintaining Cisco Prisma II equipment.

### Affected Units

A few customers may experience this symptom if they have the following Prisma II transmitters with serial numbers beginning with "MM":

- High Density Transmitter (HDTx) - manufactured on or before April 2006 (date code D06)
- Full Height 1310 nm Forward Transmitter - manufactured on or before May 2006 (date code E06)
- Full Height 1550 nm Forward Narrowcast Transmitter - manufactured on or before May 2006 (date code E06)

## Symptom Description and Resolution

### Introduction

Cisco has received customer feedback indicating that the Prisma II transmitter sometimes doesn't respond to the ICIM "Update Adr" command.

This symptom rarely occurs since most customers choose the chassis ID during the network planning phase and seldom change a chassis ID after setup. As such, only a small percentage of transmitters will exhibit this symptom.

**Note:** This symptom does not affect the basic operation of the transmitter.

### Resolving the Symptom

The following options are available to resolve this symptom:

- Power cycle the chassis containing the transmitter during a maintenance window. (This allows the new chassis ID to be recognized by the transmitter.)
- Return the transmitter(s) for service. (Refer to **For Information.**)

## For Information

### If You Have Questions

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.



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November 2012 Printed in USA

Part Number 4014997 Rev C