Prisma II Reverse Receiver Incorrect or Incomplete Data Display Technical Bulletin

Overview

Purpose

The purpose of this document is to inform users of full-height Prisma II™ Reverse Receiver application modules of an issue regarding the display of incorrect or incomplete module status information.

Affected Units

Customers may experience these issues if they have receivers that exhibit the display errors described in this document.

Units affected by this issue include the following:

- Model P2-RXRD Prisma II Dual Reverse Receiver (data), part numbers 716488, 734945, 734946, 734947, date code range B08 through E08
- Model P2-RXRV Prisma II Dual Reverse Receiver (video), part numbers 716480, 734948, 734949, 734950, date code range B08 through E08

Audience

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

Qualified Personnel

Only appropriately qualified and skilled service personnel should attempt to install, operate, maintain, and service this product.

WARNING:

Allow only qualified and skilled personnel to install, operate, maintain, and service this product. Otherwise, personal injury or equipment damage may occur.

Description

This issue does not affect the actual operation of the module. Instead, it may result in one or more display errors involving the InPwr1 and possibly the InPwr1Mx parameters. The nature of the errors depends on the monitoring software and device used.

The following sections of this document show examples of display errors that may appear and provides instructions for issue resolution.

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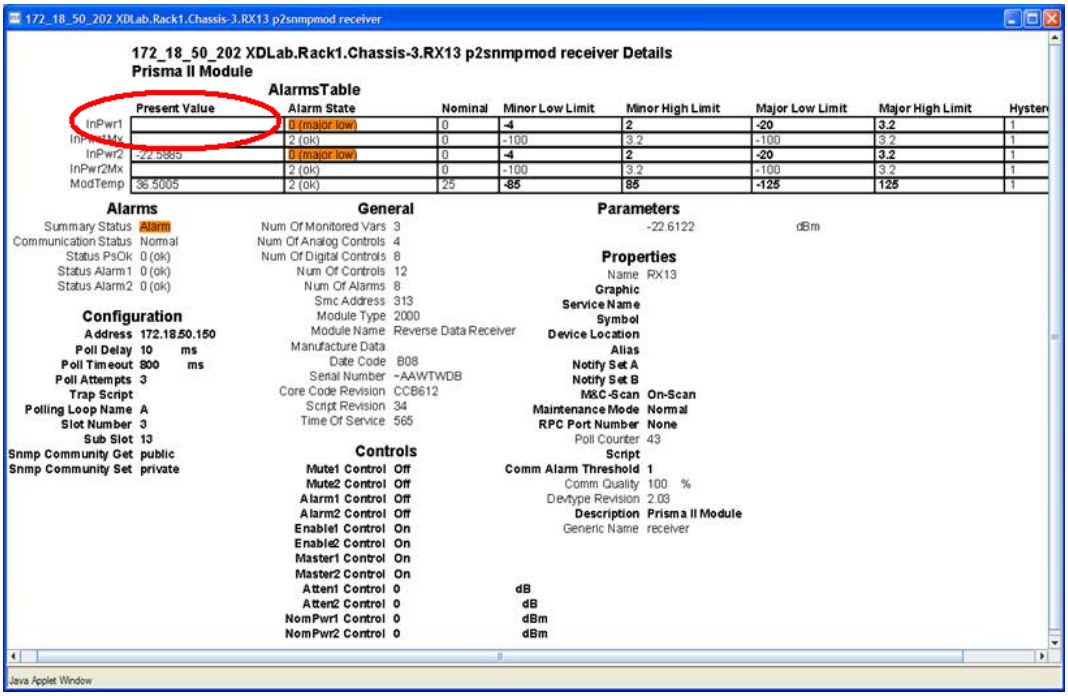
Display Symptoms

This section shows several examples of these display errors to aid in identifying the issue in various settings.

Note: Receivers with this issue continue to display data correctly when using the local craft interface (LCI).

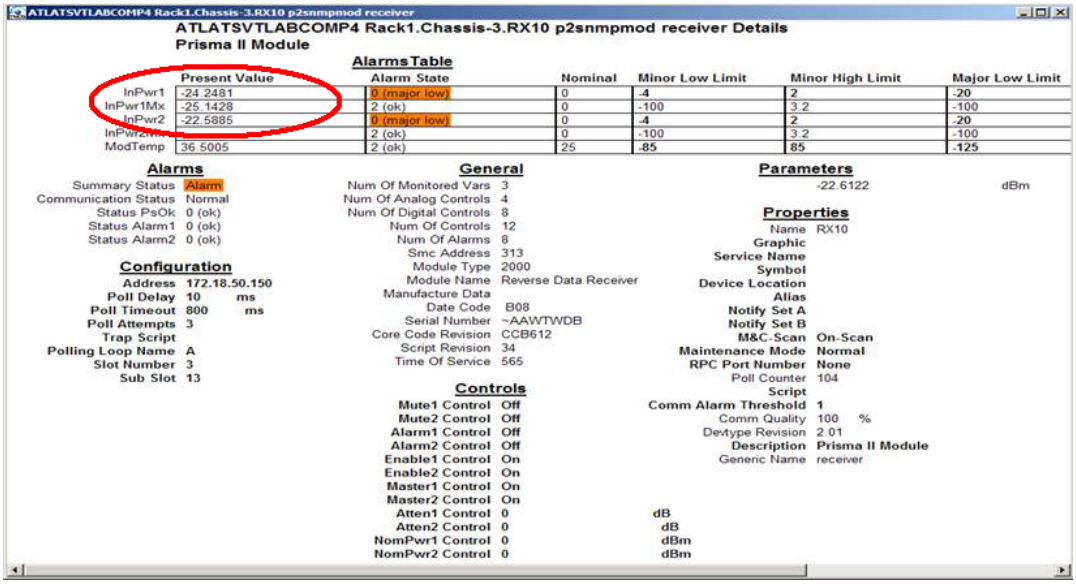
ROSA Device Details Screen

The following illustration shows a ROSA Device Details screen in which the Present Value data for InPwr1 is missing (see circled area).



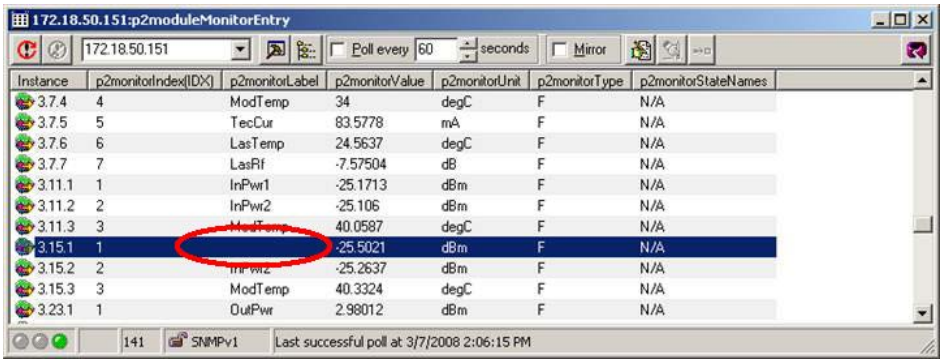
TNCS Device Details Screen

The following illustration shows a TNCS Device Details screen in which the Present Value data for InPwr1 and InPwr1Mx are both missing (see circled area).



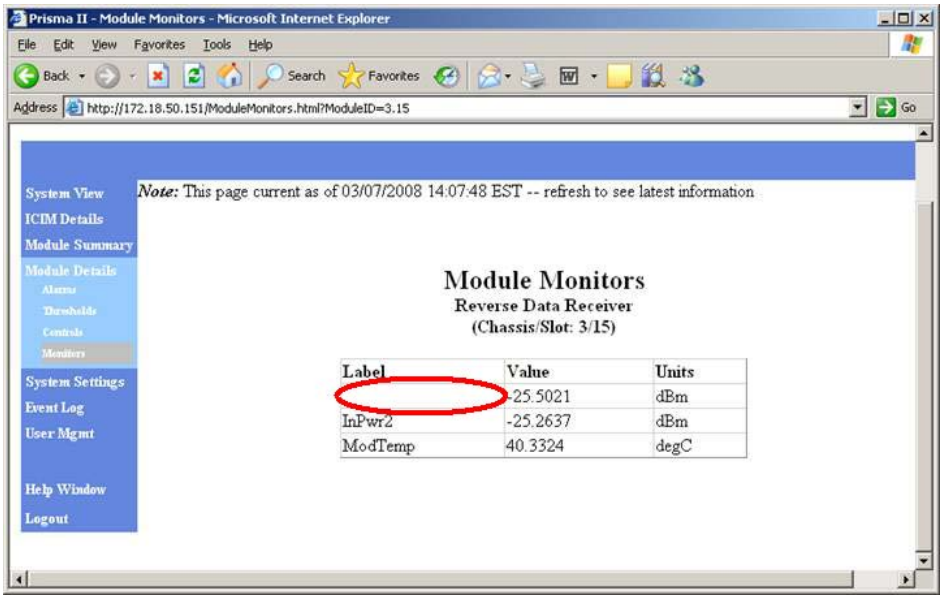
MIB Browser Screen

The following illustration shows a MIB browser window in which the module monitor labeled for InPwr1 is missing (see circled area).



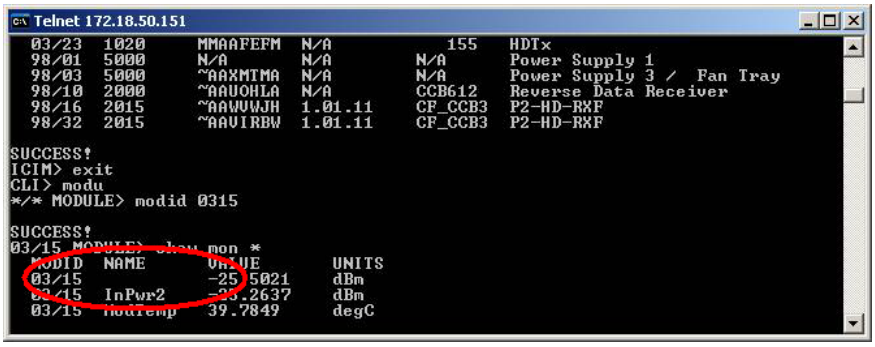
ICIM Web Interface Screen

The following illustration shows an ICIM Web Interface screen in which the label for InPwr1 is missing (see circled area).



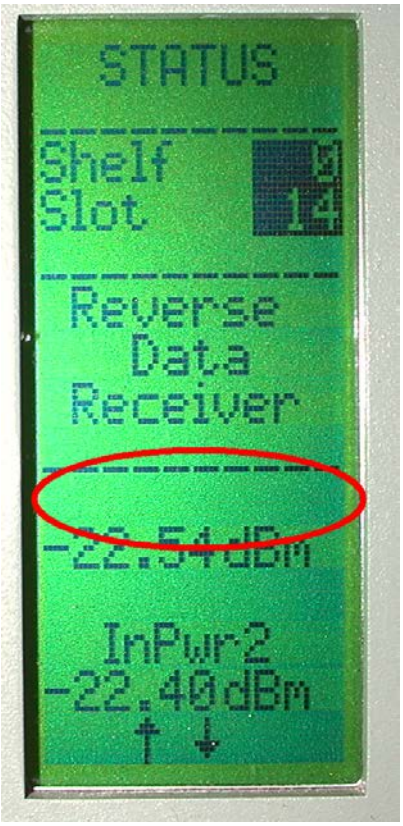
ICIM2 CLI Session

The following illustration shows a CLI session window in which the label for InPwr1 is missing (see circled area).



ICIM Front-Panel LCD Display

The following illustration shows an ICIM2 LCD Status display in which the label for InPwr1 is missing (see circled area).



Issue Resolution

This issue does not affect receiver operation. The receiver will continue to function normally without affecting service.

Customers can correct affected units by running a custom Windows software program, as described in this section, during their normal service window. This program updates the module firmware, and is available from Cisco Services.

Firmware Update Procedure

After receiving the Windows program, use the procedures described in this section to perform the update on each receiver as required. After setup, running the update program takes only a few seconds per receiver unit.

Equipment and Software Needed

Before performing this procedure, confirm that all of the following are available:

- Prisma II Chassis with CCB and power supply
- Affected Prisma II Reverse Receiver module
- PC with at least one available serial port
- Serial cable long enough to connect PC to chassis
- DRR-COM-FIX.zip receiver firmware update program zip file

To Install the Receiver Update Program

Complete the following steps to install the receiver update program.

1. Copy the file DRR-COM-FIX.zip to the PC.
2. Extract the files to a convenient location on the C:\ drive.
3. Create a shortcut on the Windows desktop to launch PnP_FIX.exe.

To Configure the Equipment for Update

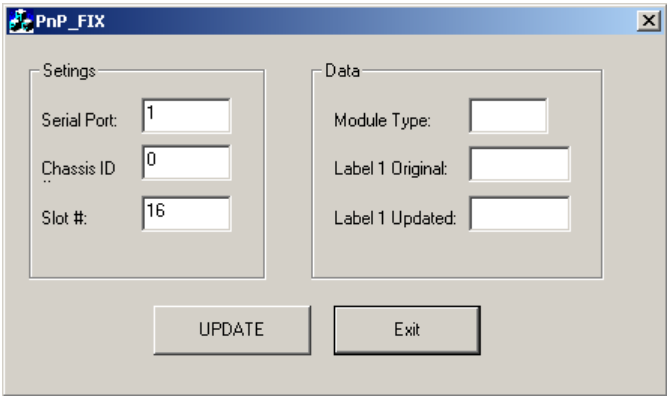
Complete the following steps to configure the equipment for the update.

1. Connect power to the Prisma II chassis.
2. Set the Chassis ID to 00.
3. Apply power to the Prisma II chassis.
4. Confirm that a PC serial port is configured as either COM1 or COM2.
5. Connect the serial cable from the active PC serial port to the Prisma II chassis serial port.

To Update the Receiver Module

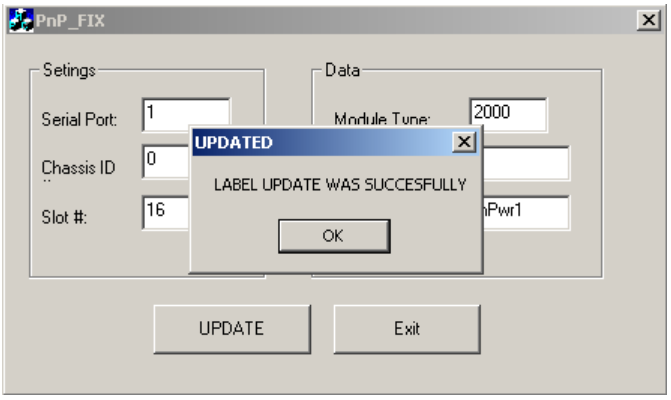
Complete the following steps to update one or more receiver modules.

1. Insert a receiver module to be updated in slot 16 of the Prisma II chassis.
2. Double-click the PnP_FIX desktop icon to launch the update program. The initial PnP_FIX screen appears.



Note: If the PC serial port is COM2, change **Serial Port** from 1 to 2.

3. Click the **UPDATE** button to start the update. When completed, a confirmation message appears.



Note:

- A different message appears to alert you if the receiver module does not need updating.
- If a message appears warning that the receiver is not responding, verify that the serial cable is connected to COM1 or COM2 on the PC and, that the correct port number (1 or 2) appears in the PnP_FIX Serial Port field.

4. Remove the updated receiver module.
5. Do one of the following as required:
   - **a** To update another receiver module, insert the new module in chassis slot 16, click **OK**, and repeat steps 3-4 above.
   - **b** To end the update process and close the update program, click **OK**.

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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