



Prisma II bdr 4:1 Redundant Receive Processor CRC Error Technical Bulletin

Overview

Purpose

The purpose of this document is to inform users of Prisma II™ 4:1 Receive Processor modules of an issue regarding cyclic redundancy check (CRC) error status information.

Affected Units

Customers may experience these issues if they have receive processors that exhibit CRC error or intermittent drop in RF, or both, as further described in this document.

Units affected by this issue include the following:

- Model P2-BDR-RP-4R Prisma II bdr 4:1 Redundant Receive Processor, part number 738963, date code range E07 through F08

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.

Issue and Resolution

The receive processor may have intermittent alarms related to any of several conditions, including but not limited to the following:

- Recovered clock
- Receiver loss of signal (LOS)
- FPGA status

Receive processor activity can be monitored using element management tools such as TNCS to confirm CRC (framing) errors and intermittent drops in RF level that accompany some alarms.

Resolution

Equipment exhibiting this issue should be returned for service. Contact Cisco Services.

Note: This issue can be temporarily minimized by adding a redundant receiver submodule in the open slot of the receive processor.

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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