# Prisma II High Density Transmitter Intermittent Video Flash or Alarm Technical Bulletin

## Overview

Customers using Prisma II™ 1310 nm or QAM high density transmitter (HDTx) modules installed in a Prisma II XD chassis may experience intermittent video flashes or transmitter alarms and shutdowns.

Units that may be affected by this issue are models P2-HD-13TXF, P2-HD-13TXTS, and P2-HD-15TXF with manufacturing dates earlier than M08 and serial numbers starting with KK.

This issue has been observed only with transmitters installed in XD chassis. No such issue has been found with transmitters installed in the standard full-height Prisma II chassis.

### Purpose

This document informs users of Prisma II 1310 nm and QAM high density transmitters of possible intermittent failures with these modules, and explains how to perform a software update that resolves this issue.

### Audience

This technical bulletin applies to all system engineers, managers, and customers 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.**

## In This Document

# Issue and Resolution

It has been determined that some Prisma II 1310 nm and QAM HDTx modules have their -5 VDC alarm threshold set incorrectly in software. These units may exhibit intermittent video flashes, power supply alarms, or module shutdowns when used in a Prisma II XD chassis under abnormal loading conditions, such as:

- Failure of one of two DC power supply or DC-to-DC converter modules in the XD chassis.
- Excessive ripple from the XD chassis DC power supply or DC-to-DC converter module, as further explained in *Prisma II XD Platform Chassis DC-to-DC Converter Ripple Voltage Technical Bulletin*, part number 4028323.
- Heavy loading of the XD chassis power system.

## Resolution

For modules that exhibit this issue, a software update is available that corrects the -5 VDC alarm threshold setting. Refer to ***Software Update Procedure*** (on page 4) for instructions on performing this update.

**Note:**

- The software needed to perform the update can be obtained from Cisco Services.
- This upgrade does not affect service. Even so, we recommend that you perform the upgrade during a maintenance window.

# Software Update Procedure

A software update utility is available from Cisco Services that polls a designated chassis for affected units and updates the software in these units.

## Before You Begin

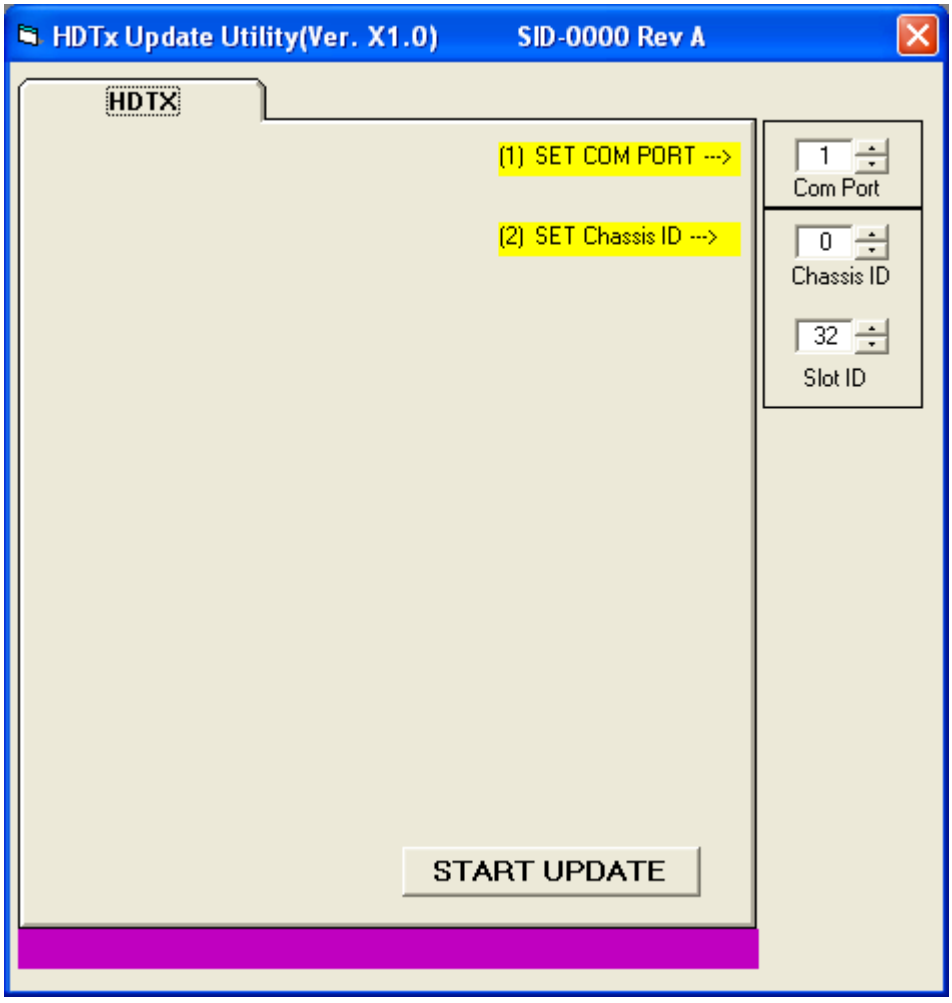
Complete the following steps before performing the software update procedure.

- Obtain the HDTx Update Utility from Cisco Services.
- Install the program file HdtxUtility.exe on a Microsoft Windows XP or higher PC with a serial COM port.
- Obtain a list of chassis ID numbers for all XD chassis that may house affected units.

## To Run the Update Utility

Complete the following steps to run the utility.

1 From your Windows desktop, choose **Start > All Programs > HDTx Update > HDTx Update** to launch the HDTx Update Utility. The main program window opens, as shown below.

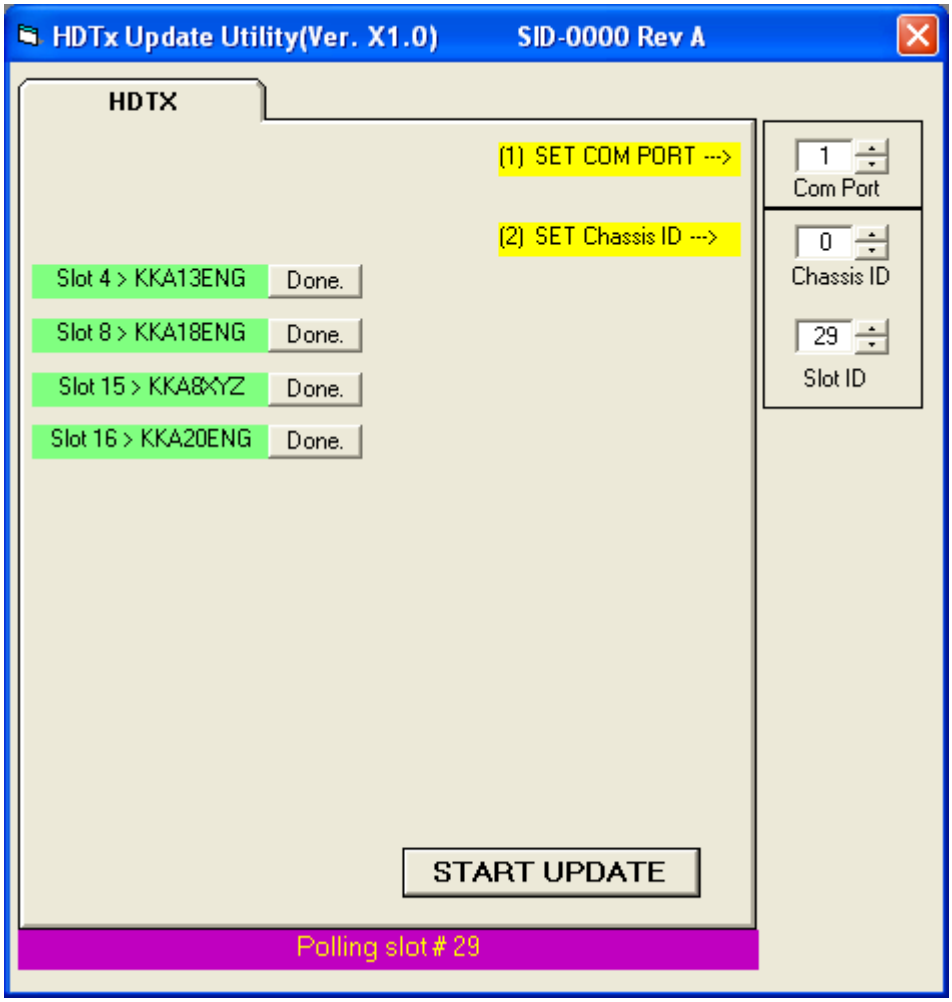



2 In the HDTx Update Utility window, set the COM port and Chassis ID for a chassis to be polled for affected units.

**Note:** You can also set a slot ID if desired. Otherwise, the utility polls all slots in the designated chassis.

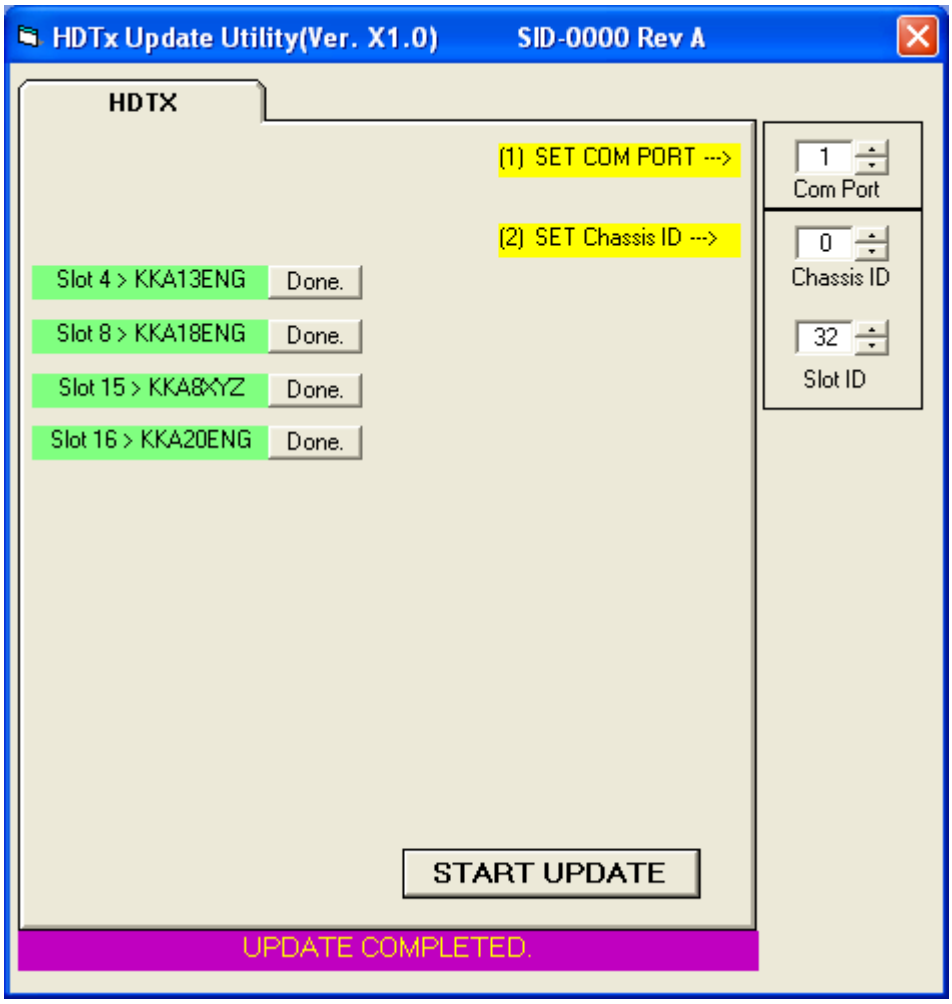
3 Click **Start Update**. The utility polls the chassis, identifies and lists the unit(s) requiring the update, and updates and validates the affected units.

For example, "KKA13ENG Done" in the screen below indicates that transmitter KKA13ENG required the update and was updated.

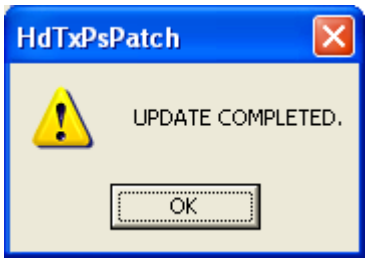



**Note:** You can check the progress of the update in the status bar at the bottom of the update utility window. The purple bar shows the progress and status of the update process.

**4** After a few moments, a completion message appears in the status bar, as shown below.

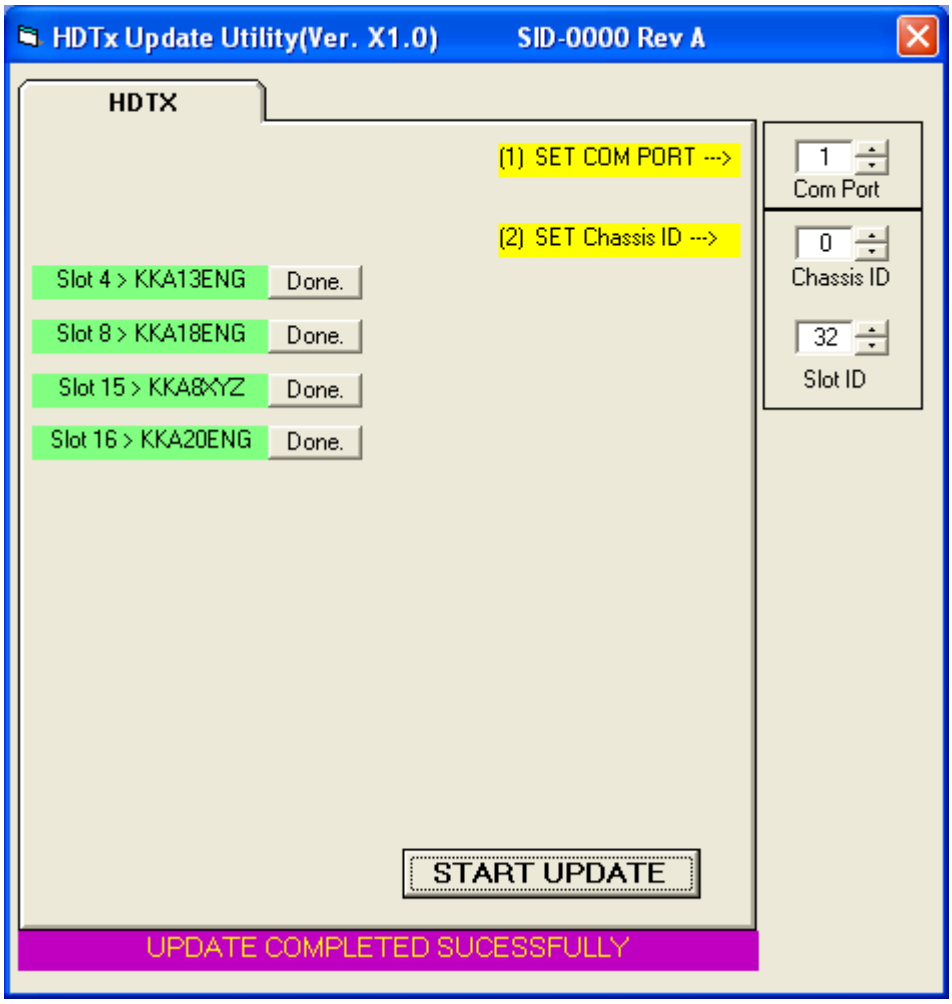



The following window pops up to indicate completion:




Click **OK** in this pop-up window to continue.

**5** The utility now verifies that the update was successful, and if so, displays a confirmation message in the status bar, as shown below.



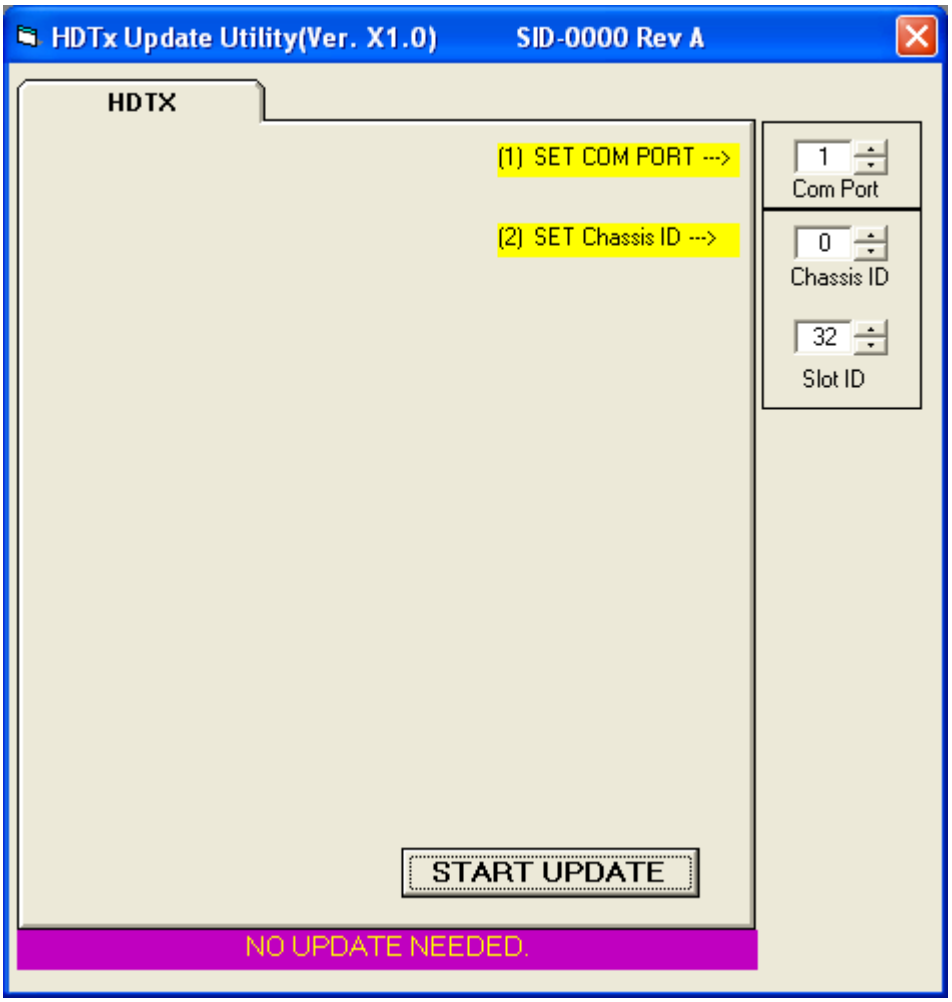

The following window pops up to indicate verification of the update:


Click **OK** in this pop-up window to complete the update.

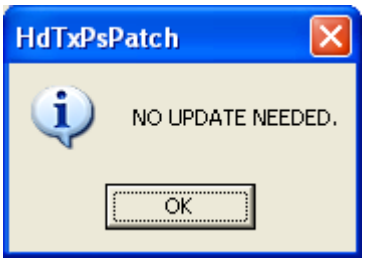
**6** Repeat steps 2-5 above for the next chassis to be checked for software updates, until all chassis have been updated.

## No Update Needed

If the utility does not locate any units in the chassis that require updating, it displays the message No Update Needed, as shown below.




The following pop-up window also appears.




Click **OK** in this window to terminate the update utility.

# For Information

## Support Telephone Numbers

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

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