



Prisma II High Density Dual Reverse Receiver (HD-RXR) Software-Devtype Mismatch Technical Bulletin

Overview

It has been determined that a limited number of Prisma® II HD-RXR units have been shipped to customers with an incorrect combination of module software version and device type identifier (devtype). This software-devtype mismatch may not allow the Prisma II local craft interface (LCI) to configure the receiver.

Purpose

This technical bulletin identifies the units affected by this issue and provides recommendations for issue resolution.

Affected Units

Units affected by this issue include the following:

- Model P2-HD-RXR-SA (Prisma II High Density Return Receiver - Standard Gain), part number 4012718, date code range June 09 through August 09
- Model P2-HD-RXR-HG-SA (Prisma II High Density Return Receiver - High Gain), part number 4012717, date code range June 09 through August 09

Audience

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

Related Publication

You may find the following publication useful as you implement the procedures in this document.

- *Prisma II™ High Density Dual Reverse Receiver Installation and Operation Guide*, part number 4015908

Safe Operation for Software Controlling Optical Transmission Equipment

If this manual discusses software, the software described is used to monitor and/or control ours and other vendors' electrical and optical equipment designed to transmit video, voice, or data signals. Certain safety precautions must be observed when operating equipment of this nature.

For equipment specific safety requirements, refer to the appropriate section of the equipment documentation.

For safe operation of this software, refer to the following warnings.



WARNING:

- Ensure that all optical connections are complete or terminated before using this equipment to remotely control a laser device. An optical or laser device can pose a hazard to remotely located personnel when operated without their knowledge.
- Allow only personnel trained in laser safety to operate this software. Otherwise, injuries to personnel may occur.
- Restrict access of this software to authorized personnel only.
- Install this software in equipment that is located in a restricted access area.

Issue and Resolution

ECO 145440 was implemented on June 23, 2009 to introduce the Independent mode redundancy feature on PNs 4012717 and 4012718. This ECO resulted in new module software and devtype version for both products.

A limited number of receivers in finished goods and in-process inventory (WIP) may have been shipped to customers with an incorrect combination of module software and devtype. This mismatch may not allow the Prisma II LCI to detect and configure the receiver.

Customers can confirm both software and devtype version through LCI polling. LCI Version 2.3 supports both standard and high gain receiver models if the current devtype file is loaded.

The following table lists the current software and devtype for the two receiver models in question:

Part Number	Description	Software Revision	Devtype
4012717	P2-HD-RXR-HG-SA	1.01.19	2022
4012718	P2-HD-RXR-SA	1.01.20	2023

The following table lists the software and devtype version prior to ECO 145440 for both receiver models:

Part Number	Description	Software Revision	Devtype
4012717	P2-HD-RXR-HG-SA	1.01.14	2018
4012718	P2-HD-RXR-SA	1.01.15	2019

Resolution

Users with equipment exhibiting this software-devtype mismatch have two options:

- Return the product for repair or replacement.
- Upgrade the receivers on-site with assistance from Cisco technical support.

Contact Customer Service for upgrade instructions or to return the receiver for service. Refer to *For Information* (on page 4) for contact information.

Note: A Prisma II ICIMII or XD ICIM and the SOUP utility are required for an upgrade in the field.

For Information

Support Telephone Numbers

This table lists the Technical Support and Customer Service numbers for your area.

Region	Centers	Telephone and Fax Numbers
North America	Cisco Services Atlanta, Georgia United States	For <i>Technical Support</i>, call: ■ Toll-free: 1-800-722-2009 ■ Local: 678-277-1120 (Press 2 at the prompt) For <i>Customer Service</i>, call: ■ Toll-free: 1-800-722-2009 ■ Local: 678-277-1120 (Press 3 at the prompt) ■ Fax: 770-236-5477 ■ Email: customer-service@cisco.com
Europe, Middle East, Africa	Belgium	For <i>Technical Support</i>, call: ■ Telephone: 32-56-445-197 or 32-56-445-155 ■ Fax: 32-56-445-061 For <i>Customer Service</i>, call: ■ Telephone: 32-56-445-444 ■ Fax: 32-56-445-051 ■ Email: service-elc@cisco.com
Japan	Japan	■ Telephone: 81-3-5908-2153 or +81-3-5908-2154 ■ Fax: 81-3-5908-2155
Korea	Korea	■ Telephone: 82-2-3429-8800 ■ Fax: 82-2-3452-9748 ■ Email: songk@cisco.com
China (mainland)	China	■ Telephone: 86-21-2401-4433 ■ Fax: 86-21-2401-4455 ■ Email: xishan@cisco.com
All other Asia Pacific countries & Australia	Hong Kong	■ Telephone: 852-2588-4746 ■ Fax: 852-2588-3139 ■ Email: saapac-support@cisco.com
Brazil	Brazil	■ Telephone: 11-55-08-9999 ■ Fax: 11-55-08-9998 ■ Email: fattinl@cisco.com or ecavalhe@cisco.com
Mexico, Central America, Caribbean	Mexico	For <i>Technical Support</i>, call: ■ Telephone: 52-3515152599 ■ Fax: 52-3515152599 For <i>Customer Service</i>, call: ■ Telephone: 52-55-50-81-8425 ■ Fax: 52-55-52-61-0893 ■ Email: sa-latam-cs@cisco.com

Region	Centers	Telephone and Fax Numbers
All other Latin America countries	Argentina	For <i>Technical Support</i> , call: ■ Telephone: 54-23-20-403340 ext 109 ■ Fax: 54-23-20-403340 ext 103 For <i>Customer Service</i> , call: ■ Telephone: 770-236-5662 ■ Fax: 770-236-5888 ■ Email: keillov@cisco.com



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