



Operations Alert Bulletin

Avoid Sending Remote Reset Messages with M-Card 1.1.10

Background

Multi-Stream CableCARD™ (M-Card™) software version 1.1.10 does not fully support the following types of remote reset commands:

- Passthru reset messages (including reboots through the UN-Config window)
- bootDhct commands
- commands that use the *-b* parameter to reboot set-tops, such as *IIH -b* or *listQPSK -b*

Whenever M-Cards that are running software version 1.1.10 receive one of these reset messages, the M-Card may lose synchronization with the host device, causing the M-Card to become non-responsive. When this occurs, the host devices must be manually rebooted by cycling the power.

If necessary, you can still use cmd2000 to reboot a single set-top remotely in a SARA environment.

Important: Certain modes of the signonCount utility will send Passthru reset messages if problems are detected. These modes are F Mode (Fix Mode) and T Mode, which reboots set-tops that attempt to sign on more than once in 20 minutes.

This issue has been corrected in M-Card software versions 1.1.12 and 1.5.1.

Recommendation

If your facility has M-Card devices that are running software version 1.1.10:

- Do *not* use any of these remote reset commands to reset devices in the field.
- Make sure that your signonCount utility does not use F Mode or T Mode.
- If you need to reboot a single set-top remotely in a SARA environment, use **cmd2000 <ipaddr> "resdiag RebootNOW"**, where <ipaddr> is the IP address of the set-top that you want to reboot. Also, Cisco Services™ can help you use cmd2000 to reboot a group of set-tops by modulator or IP list, if necessary.

In addition, contact Cisco Services to determine whether you should upgrade to either M-Card software version 1.1.12 or 1.5.1.

About This Bulletin

Audience

This document was written for headend technicians. Cisco field service engineers and Cisco Services engineers may also find the information in this document helpful.

Related Publications

You may find the following publications useful as resources when you implement the procedures in this document.

- *DHCT Status Reporting and signonCount Utilities User's Guide* (part number 738186)
- *Setting Up PowerKEY® CableCARD™ and M-Card™ Modules on the DNCS for System Releases 2.7/3.7 and 4.2* (part number 4014667)

Document Version

This is the second release of this document.

For More Information

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



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