



Operations Alert Bulletin

Time Change Impact on the Explorer 8000 and 8000HD Set-Tops

Introduction

At 2 a.m. on April 4, 2004, Explorer® 8000™ and 8000HD™ Set-Tops in systems configured to support daylight saving time will turn their clocks *ahead* 1 hour. Although there are no lasting effects, scheduled recordings on the set-top could be affected during this time change. This alert bulletin provides some guidelines to help you understand the effect of the Spring time change on the 8000 and 8000HD.

Note: Systems in areas that do not support daylight saving time can disregard this alert bulletin.

Audience

This alert bulletin is written for Digital Network Control System (DNCS) operators and Cisco Services engineers operating with the Cisco Resident Application (SARA) in areas that support daylight saving time.

How Does the Time Change Affect Scheduled Recordings?

To find out how the time change will affect scheduled recordings, we conducted a series of tests for both single event and Record All Episodes recording. The test results show that most of the recordings work as scheduled. For some corner cases, such as events that run from 11:00 p.m. to 11:59 p.m. on the day before the time change and events that span the time change, unexpected behaviors were observed. The following tables show the results of our tests. A Change Request (CR) number has been assigned to each of the issues identified. These CRS will be addressed in a future release.

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Single Event Recordings

The upcoming time change may affect scheduled recordings of a single event as shown in the following table.

Recording Scenario Setup	Test Results
The subscriber schedules to record an event that starts at 1:00 a.m. and ends at 3:00 a.m. on Sunday April 4, 2004. CR 37430	In our testing, the recording actually started at 1:30 a.m. and ended at 3:30 a.m. This behavior was observed only once.
The subscriber sets up a manual recording to occur on weekends from 1:00 a.m. to 3:00 a.m., on April 4, 2004. CR 37432	In our testing, the GUI shows the recording started at 1 a.m. and ended at 4 a.m. This behavior is expected for the Spring daylight saving time change. Subsequent recordings will be scheduled from 1 a.m. to 3 a.m.
The subscriber sets up a manual recording to occur on weekdays from 1 a. m. to 3 a.m., on April 4, 2004. CR 37433	In our testing, the GUI shows the recording started at 2 a.m. and ended at 4 a.m. This behavior is expected for the Spring daylight saving time change. Subsequent recordings will be scheduled from 2 a.m. to 4 a.m.
The subscriber schedules an Instant Recording with an edited end time. CR 37409	In our testing, the Recorded Program List, Playback Status screen, and Progress Bar showed incorrect durations. This behavior was observed only once.

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Record All Episodes Recordings

The upcoming time change may affect scheduled recordings for Record All Episodes recordings as shown in the following table.

Recording Scenario Setup	Test Results
The subscriber uses the Interactive Program Guide to schedule to record all episodes of an event from 11:00 p.m. to 11:59 p.m. on Saturday April 3, 2004. CR 37594	In our testing, no episodes from the following day, Sunday, will be scheduled. Episodes from Monday forward will schedule properly.
The subscriber sets up a manual recording to record all episodes of an event from 11:00 p.m. to 11:59 p.m. on Saturday April 3, 2004, <i>before</i> midnight. CR 37412	In our testing, the graphical user interface (GUI) will not show Sunday in the list of possible days for scheduling until midnight.
The subscriber schedules an All Episodes time slot, and the first occurrence <i>extends</i> across the 2:00 a.m. time change. CR 37750	In our testing, the first recording time is correct. The subsequent recording start time will be shifted by 1 hour. For example, a program request starting at 1 a.m. will now start at 2 a.m.
On the Saturday <i>before</i> the time change, the subscriber uses the IPG to schedule an All Episodes time slot for a program that occurs only once in 7 days. The first recording is scheduled for April 4, 2004 from 1 a.m. to 3 a.m. CR 37408	In our testing, an All Episodes recording was scheduled to record on April 4, 2004, from 1 a.m. to 3 a.m. On the Saturday <i>after</i> the time change (8 days later), the set-top schedules another recording of a different program that occupies this time slot in the IPG. This subsequent recording start time is also shifted by 1 hour.

Recommendations

When the time change occurs, subscribers may report issues with recordings and other activities that occur during or immediately after the time change. Distribute this alert bulletin to your customer support representatives so that they are aware of how the upcoming time change may affect scheduled recordings on the 8000 and 8000HD. The information in this bulletin should help them answer subscriber questions. Be aware that any lost recordings or recordings for which the start and end times become mis-configured cannot be recovered. The representatives should ask the subscribers to check that future scheduled recordings are set up correctly.

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Future Plans

Cisco is committed to providing you with the best software for the 8000 and 8000HD. We plan to address these issues in a future release of software for the 8000 and 8000HD.

For More Information

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



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