



Operations Alert Bulletin

VOD and Session Setup Request Issues

Background

Cisco is aware of several recent instances in which system operators, who use the GQAM modulator for video-on-demand (VOD), have experienced session setup-request failures. These failures occur, in SR 4.0 and later systems, when VOD vendors do not use the Ethernet Interface Descriptor in the resource request transaction. Instead, the VOD vendors have been using the transport stream ID (TSID) or ASI signalling in the request for Gigabit Ethernet (GbE) resources.

Beginning with SR 4.0, VOD vendors who use the TSID or ASI signalling in the resource request, when an Ethernet interface exists between the VOD server and the GQAM modulator, will find that the DNCS cannot properly process the resource request transaction.

Recommendation

Cisco recommends that system operators who wish to deliver VOD services to subscribers through the GQAM modulator contact their VOD vendors. System operators should urge VOD vendors to support the Session Setup Protocol 2.3 (SSP 2.3) requirements for their GbE interface.

About This Bulletin

Audience

This document is intended for system operators who run SR 4.0 and later system software and also use Cisco 's GQAM modulator to provide VOD services to subscribers. Cisco field service engineers who help system operators troubleshoot VOD issues will also find the contents of this bulletin to be useful.

Document Version

This is the second release of this document.

For More 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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