



Operations Alert Bulletin

Preventing Failures of the bossServer Process

Background

When managing reservation pay-per-view (RPPV) orders, the Digital Network Control System (DNCS) may be called upon to process duplicate add or delete transactions from the billing system. In some instances, the handling of these duplicate transactions may cause the bossServer process of the DNCS to fail. Failures of the bossServer process may then affect the ability of the DNCS to process all other transactions from the billing system.

Note: You may sometimes hear the failure of a process referred to as the process *coring* or *core-dumping*.

Recommendation

Cisco recommends that system operators, who use the RPPV feature of the DNCS, add the following entry to the dncs-user's .profile file:

BOSS_PPV_DUP_ELIMINATION_FLAG=0

When this entry is added to the .profile file, and after the bossServer process is stopped and then restarted, the system no longer attempts to filter duplicate RPPV transactions.

About This Bulletin

Audience

This document is intended for system operators of Cisco's Digital Broadband Delivery System (DBDS) who run System Release (SR) 2.5/3.5/4.0 or later system software and who support RPPV. Cisco engineers who help system operators troubleshoot and maintain their systems will also find this document useful.

Important! This bulletin contains a procedure whereby you use a text editor to edit the .profile file on the DNCS. Do not attempt to edit the .profile file unless you are skilled in the use of a text editor.

Note: If you do not support RPPV, you do not have to complete the procedures detailed in this bulletin.

Document Version

This is the second release of this document.

Edit the .profile File

In this procedure, you will use the text editor of your choice to add an entry to the .profile file of the dncs user. This entry configures the DNCS to no longer filter duplicate RPPV transactions.

Note: If you are uncomfortable editing the .profile file yourself, call Cisco Services for assistance.

- 1 If necessary, open an xterm window on the DNCS.
- 2 Type **cd /export/home/dncs** and then press **Enter**. The /export/home/dncs directory becomes the working directory.
- 3 Type **cp .profile .profile.bak** and then press **Enter**. The system makes a backup copy of the .profile file.
- 4 Use the text editor of your choice to open the /export/home/dncs/.profile file.
- 5 Add the following two lines to the .profile file:
Disable the filtering of duplicate RPPV transactions (CR 70457)
BOSS_PPV_DUP_ELIMINATION_FLAG=0
- 6 Save the file and close the text editor.
- 7 Go to *Stop and Restart the bossServer Process* (on page 4). Your changes to the .profile will not take effect until the bossServer process has been stopped and restarted.

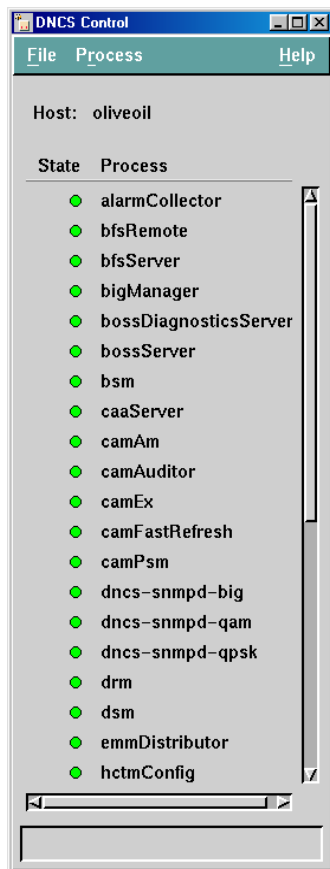
Stop and Restart the bossServer Process

In this section, you will stop and then restart the bossServer process—a procedure sometimes referred to as *bouncing* the process. The bossServer process needs to be bounced for the system to implement your changes to the .profile file.

Important! Be aware that for the few minutes that the bossServer process is down, you will not be able to change subscription services, nor will you be able to stage DHCTs.

Complete the following steps to stop and restart the bossServer process.

- 1 Contact your billing vendor. Ask your billing vendor to stop sending transactions for the few minutes that the bossServer process will be down.
- 2 On the DNCS Control window, click to highlight the **bossServer** process.



- 3 Click **Process** and then select **Stop Process**. In a few minutes, the indicator for the bossServer process changes from green to red.
Important! Do not go to the next step until the indicator has changed to red.
- 4 Click to highlight the **bossServer** process again.
- 5 Click **Process** and then select **Start Process**. In a few minutes, the indicator for the bossServer process changes from red to green.
- 6 Contact your billing vendor again. Notify your billing vendor that they can resume sending transactions.

Note: If the bossServer process still fails after you have followed the procedures in this bulletin, save the log file and call Cisco Services for assistance. Log files for the DNCS are stored in the /dvs/dncs/tmp directory.

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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