Operations Alert Bulletin
Preventing Loss of IPG Data

Overview

Background

From time to time, system operators have to shut down the Digital Network Control System (DNCS) processes in order to perform administrative tasks or for routine maintenance. Once per hour, at the top of the hour, the ipgServer process on the Application Server attempts a "heartbeat connection" to the bfsServer process on the DNCS in order to confirm that the bfsServer process is running. If the DNCS processes are shut down while the ipgServer process tries to connect, the heartbeat connection fails. Later, when the ipgServer process is able to successfully connect, it re-registers its connection with the bfsServer process.

When the ipgServer process re-registers its connection with the bfsServer process, the system deletes all links and files under the Interactive Program Guide (IPG) cabinet on the Broadcast File System (BFS) file system created from the old connection. This results in a loss of IPG data on the DNCS.

This issue pertains to System Release (SR) 4.2 and later. Cisco engineers have created Change Request (CR) 107805 to address this issue. Cisco engineers expect to resolve this issue in System Release (SR) 4.5.

Recommendation

Cisco engineers recommend that whenever system operators stop the DNCS processes for administrative tasks, they also stop the processes of the Application Server, as well. Follow this outline when stopping, and then restarting, these system processes:

1. As **dncs** user in an xterm window on the Application Server, type **appStop** and then press **Enter**.
2. As **dncs** user in an xterm window on the DNCS, type **dncsStop** and then press **Enter**.
3. Perform administrative tasks.
4. As **dncs** user in an xterm window on the DNCS, type **dncsStart** and then press **Enter**.

5 As **dncs** user in an xterm window on the Application Server, type **appStart** and then press **Enter**.

About This Bulletin

Audience

This document is written for system operators of the Digital Broadband Delivery System (DBDS). Engineers who help support and maintain the DBDS will also find this document to be useful.

Document Version

This is the third formal 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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