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Ensuring a Successful Download of QPSK Modulator Code

Overview

Introduction

In the past, some system operators have configured the DNCS with new QPSK modulator code but have waited for the QPSK modulator to reboot on its own to load the code. We have determined that using this approach to download new code can result in a failed download of the code. If the system operator waits for the QPSK modulator to reboot on its own, the demodulators are not reset, and they continue to forward set-top information to the QPSK modulator. The QPSK modulator cannot manage this traffic and download the software at the same time. This condition causes the QPSK modulator to get stuck in a download cycle that prevents a successful download. Download failures can also occur when you swap an existing QPSK modulator with a new one, but you fail to reset the demodulators during the modulator installation process.

Purpose

This document identifies a known condition where a QPSK modulator will not download new code and provides recommendations for ensuring a successful download of QPSK modulator code. Information for recovering from a failed download is also provided.

Audience

This document is written for anyone using the Digital Broadband Delivery System (DBDS) with QPSK modulator and demodulators.

Document version

This is the second release of this document.

Recommendations

Introduction

This section provides the recommendations for properly downloading software to a QPSK modulator software and for recovering from a failed download.

Properly Downloading the QPSK Modulator Software

We have identified three cases where QPSK modulator software may not properly download:

- You load new QPSK modulator code onto the DNCS, but you do not reset the QPSK modulator.
- You modify the configuration file for the QPSK modulator to point to new or different code than is currently loaded on the QPSK modulator, but you do not reset the QPSK modulator.
- You assign a specific configuration file to a QPSK modulator using the DNCS GUI or the bootptab file, but you do not reset the QPSK modulator.

In all three of these cases, you can ensure a successful download of the code by resetting the QPSK modulator from the DNCS. When you reset the QPSK modulator from the DNCS, any demodulators connected to the QPSK modulator are also reset.

Another way to ensure a successful download is to power cycle the QPSK modulators and demodulators when you do the following:

- Swap out a QPSK modulator
- Download new software to the modulator

For more details on the exact steps you should take to properly install QPSK modulator software, see the *QPSK (Release C70) Software Upgrade and Installation Instructions*.

For 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.