February 2006

Operations Alert Bulletin
Changing IP Address on QAM Modulators

Overview

Introduction

Cisco engineers have discovered a rare condition that may result in a temporary loss of encrypted digital services after system operators change the IP address on any of the QAM modulator family of devices. This condition has been demonstrated to exist in all currently released versions of Digital Network Control System (DNCS) software, including System Release (SR) 2.2/3.2, SR 2.5/3.5, and SR 4.0, as well as all currently available service packs associated with these releases. Review the release notes of any future service pack or patch software in order to obtain information regarding Cisco's efforts to correct this condition.

Note: The QAM family of modulators includes QAMs, CAQAMs, GoQAMs, GQAMs, and MQAMs.

This possible loss of encrypted digital services is a result of the qamManager process of the DNCS stopping and then restarting when an IP address is changed. When the qamManager process restarts, it may lose synchronization with other system processes. This loss of synchronization may result in a temporary loss of digital services on channels associated with the affected QAM.

Audience

This Operations Alert Bulletin is written for system operators who use Cisco's Digital Broadband Delivery System (DBDS). Cisco engineers who help system operators manage their systems may also find this Operations Alert Bulletin to be useful.

Document Version

This is the first release of this document.

Resolution

Contact Cisco Services

Cisco engineers are currently testing a software patch that facilitates the process of changing the IP address on any modulator in the QAM family. This patch is targeted for a future release of a service pack. Cisco will keep system operators apprised as to the progress of this service pack.

Should you have an emergency need to change the IP address on any modulator in the QAM family, contact Cisco Services. Engineers at Cisco Services will assist you through the steps required to change the IP address, including installing the software patch.

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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