January 2007

Operations Alert Bulletin
Ensuring Proper GQAM Operation and Provisioning of the GbE Port

Background

Cisco is aware of several instances in which system operators have sought to return for repair the Cisco GQAM modulator (part number 740450). Among the issues cited for the return are that the GQAM modulator does not produce a radio frequency (RF) output signal, and that the Gigabit Ethernet (GbE) port of the modulator cannot be provisioned. Cisco engineers have studied these issues and believe that, in a vast majority of cases, the modulators being returned are not loaded with the minimum code that ensures proper operation.

See **Recommendations**, which follows, for a listing of the minimum code that ensures proper GQAM operation, including the ability to provision the GbE port. System operators should ensure that they are running the correct revision of code prior to returning GQAM modulators for repair.

Recommendations

To ensure proper operation of the GQAM modulator, system operators must load GQAM code 1.1.2 or later onto their system. GQAM code 1.1.2 was released with System Release (SR) 2.2/3.2 Service Pack 3.

System operators who also want to provision the GbE port of their GQAM modulator need to ensure that both the system release software and the GQAM software are correct. The ability to provision the GbE port of the GQAM modulator was added to the DNCS as a new feature in SR 2.5/3.5/4.0 Service Pack 1. However, the GQAM 3.1.x release was the first GQAM software to support this feature and was officially released with SR 2.5/3.5/4.0 Service Pack 2. System operators who want to provision the GbE port of the GQAM modulator need to install SR 2.5/3.5/4.0 Service Pack 2 or later.

Cisco recommends that system operators contact their North American marketing representative to obtain the necessary software.

About This Bulletin

Audience

This document is intended for system operators who use Cisco's GQAM modulator.

Document Version

This is the third release of this document. This document, published in December 2006, mis-identified the service pack with which GQAM code 3.1.x was released. This release provides the correct system release.

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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