CISCO™

Field Notice:
Setting Values for UDP Ports and SMDGs When Building Multicast Sessions

Background

We have found that when system operators are building GQAM Multicast sessions and statistical multiplexed dejitter groups (SMDGs), and they use a UDP port value, the system will experience intermittent macroblocking, tiling and freezing video, and loss of audio on Music Choice channels. This issue occurs if the GQAM does not get provisioned with the SMDG, after the SMDG is built on the DNCS GUI. CR 119669 was written against this issue.

Important: This Field Notice applies to sites running all current system releases (SRs) except SR 5.0 and later and SR 4.2 SP4.

Note: This issue only applies to GQAMs.

Recommendation

When building GQAM Multicast Sessions and SMDGs on the GUI, leave the UDP port value blank or set it to zero (0).

Important: If the issue is occurring at your site, or if you are concerned because you have used a UDP port value for all of your existing SMDGs or GQAM Multicast sessions, contact Cisco Services at 770 236-2200 or 866 787-3866 to update the UDP ports and set them to 0 in the DNCS database.

About This Bulletin

Audience

This document was written for system operators and headend technicians. Field service engineers and Cisco® Services engineers may also find the information in this document helpful.

Document Version

This is the first formal release of this document.

Validation Checks

The issue described in this Field Notice will only affect GQAM output ports using SMDGs. This check verifies that the SMDGs have been built.

Important: This check can be performed at any time.

Notes:

■ The session must be a multicast GigE input session.

■ This does *not* apply to ASI input or Unicast GigE sessions.

Validation Procedure

Use this procedure to validate the SMDGs configured on your system.

1   Telnet into the GQAM (or use the craft port) and run **print_statmux**.

   Note: The port numbers in the GQAM are 0 based and the port numbers on the DNCS are 1 based.

2   Compare the output of print_statmux to the statmux GUI on the DNCS (**Set Up GQAM GUI > Advanced Parameters > Stat Mux Dejitter Groups**) and verify they match. If they do *not* match, then the issue described in CR 119669 is a likely cause.

   Example: In the following output, Output Port 0 does not have a SMDG enabled (note there are no GigaEtherType and GigaEtherValue entries) and Output Port 1 has a SMDG enabled.

D9479 GQAM>print_statmux

Statmux group list

Output Port   : 0

Input Port   : 0

State : DISABLE

Counter :   0

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Output Port   : 1
Input Port   : 4
GigaEtherType : IP_ADDR
GigaEtherValue : 239.3.1.1
State : ENABLE
Counter :   3

Output Port   : 2
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 3
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 4
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 5
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 6
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 7
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 8
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 9
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 10
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 11
Input Port   : 0
State : DISABLE
Counter :   0

Output Port   : 12
Input Port   : 0
State : DISABLE
Counter :   0

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Output Port : 13
Input Port : 0
State : DISABLE
Counter : 0

Output Port : 14
Input Port : 0
State : DISABLE
Counter : 0

Output Port : 15
Input Port : 0
State : DISABLE
Counter : 0

D9479 GQAM>

For More Information

If you have additional technical questions, call Cisco Services at 770 236-2200 or 866 787-3866 for assistance. Follow the menu options to speak with a service engineer.