Series D9500 Switched Digital Video Servers QAMRefreshOnStartup Configuration Setting Technical Bulletin

Overview

Audience

This document is intended for all personnel who are responsible for planning and operating a Switched Digital Video (SDV) system and are operating that system with SDV Server software release 1.4.2-13 or 1.4.3.

Introduction

Switched Digital Video Servers running software releases 1.4.2-13 and 1.4.3-3 have a service level setting which determines whether or not QAM bindings are refreshed on QAM startup, e.g., on power up or after an audit is performed. The QAMRefreshOnStartup configuration parameter settings are Enabled and Disabled. Enabled means that bindings will be refreshed. Disabled means that bindings will not be refreshed. The default setting for software releases 1.4.2-13 and 1.4.3 is Disabled.

This configuration setting was introduced in an effort to speed up overall system recovery time. With the QAMRefreshOnStartup set to Disabled, the server still queries the QAM for the existence of sessions on QAM startup, and also verifies that bindings are associated with particular sessions. However, the rebinding of the program onto the QAM is skipped. While in most cases this is fine, it has been determined that there are cases where the program binding in the SDV Server internal database and the program actually bound to the QAM may be different. Without doing the actual bind refresh on QAM startup, it is possible for this out-of-sync scenario to occur. As such, this setting must be changed back to Enabled.

Required Action

All sites running SDV Server software releases 1.4.2-13 or 1.4.3 must have this setting changed to Enabled by Cisco authorized service personnel.

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.

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