



September 2006

# Operations Alert Bulletin Recommended Patches for SR 2.5/3.5/4.0 Service Pack 1

## Background

Cisco Services engineers have developed the following software patches to address various DNCS issues. System operators can reference the associated change request (CR) to learn more about each issue.

- **dncs-4.0.0.27p5EP1** – (p5EP1) Corrects a condition whereby the oxaitManager process fails to parse certain types of transaction header information correctly. CR **59523** addresses this issue.
- **dncs-4.0.0.27p5EP2** – (p5EP2) Corrects a condition whereby audit queries that take longer than 10 minutes to complete result in contention over system resources. The emmDistributor process might then be unable to transmit updated Entitlement Management Messages (EMMs) to DHCTs in the field. CR **59518** addresses this issue.
- **dncs-4.0.0.27p5EP6** – (p5EP6) Addresses an issue whereby the sourceui process occasionally crashes during session setup. CR **60809** addresses this issue.
- **dncs-4.0.0.27p5EP7** – (p5EP7) Corrects a condition that causes an occasional crash of the qamManager process when processing QAM configuration data entered through the DNCS user interface. CR **60796** addresses this issue.
- **dncs-4.0.0.27p3EP6** – (p3EP6) Corrects a condition whereby the drm process does not re-use User Datagram Protocol (UDP) ports on a QAM modulator after the maximum UDP port limit is reached. CR **56379** addresses this issue.

Cisco Services has made these patches available, through a compressed file, on the Cisco Services FTP server. System operators should read through this Operations Alert Bulletin carefully to determine which patches they should install. Cisco Services urges system operators to install these patches at their earlier convenience.

### Requirement

Sites that plan to obtain and install these software patches must first install System Release 2.5/3.5/4.0 Service Pack 1 (SR 2.5/3.5/4.0 SP1). If you have not already installed SR 2.5/3.5/4.0 SP1, contact your North American marketing manager for assistance in obtaining this software.

### Recommendations

Cisco Services makes the following recommendations regarding obtaining and installing the patches described in this bulletin:

- All sites should install p5EP2, p5EP6, p5EP7, and p3EP6.
- Sites that support the OCAP™ component of the DBDS should *also* install p5EP1.

## About This Bulletin

### Purpose

This Operations Alert Bulletin describes the software patches and offers guidance about obtaining and installing the patches.

### Audience

This document is intended for operators of Cisco Services's DBDS. Cisco Services engineers who help operators manage and troubleshoot their systems may also find the contents of this document to be useful.

### Document Version

This is the second release of this document.

# Obtain and Install Software Patches

## Introduction

The procedures in this section offer guidance in obtaining, extracting, and installing the software patches described in this document. All five patches are contained in one compressed file. When you uncompress the file, later in this section, the system creates five directories, each of which contains the executable file for the patch, in addition to installation instructions.

## Obtaining the Software Patches

Follow these general instructions to obtain the compressed file that contains the software patches described in this document.

- 1 On the DNCS, create a directory called **download** in the `/export/home/dncs` directory structure (`/export/home/dncs/download`).
- 2 Log on to Cisco Services's FTP server.

### Notes:

- The address of the server is **ftp.sciatl.com**.
  - The username is **anonymous**.
  - The password is the email address of the person logging in.
- 3 Choose one of the following options to navigate to the directory in which the patches are located:
    - If you are outside of Cisco Services's firewall, navigate to the following directory: **/pub/scicare/RELEASED/SR4.0\_SP1\_Patches**
    - If you are inside of Cisco Services's firewall, navigate to the following directory: **/external\_pub/scicare/RELEASED/SR4.0\_SP1\_Patches**
  - 4 Download the **4.0.0.27Emer\_Patches.tar.gz** file into the **/export/home/dncs/download** directory of the DNCS.

**Important!** Be certain that you download this file into the `/export/home/dncs/download` directory of the DNCS.

**Note:** This is a compressed file. All of the patches will extract from this file.

### Extracting the Software Patches

After obtaining the compressed file from Cisco Services's FTP site, follow these instructions to uncompress and extract the patches.

- 1 From an xterm window on the DNCS, type **cd /export/home/dncs/download** and then press **Enter**.
- 2 Type **gzip -d 4.0.0.27Emer\_Patches.tar.gz** and then press **Enter**. The system uncompresses the file that has just been downloaded.
- 3 Type **tar xvf 4.0.0.27Emer\_Patches.tar** and then press **Enter**.

**Results:** For each patch, a subdirectory is created that contains the following files:

- A *readme* file that contains installation instructions
- A copyright notice
- An executable file or files

### Installing the Software Patches

Use the text editor of your choice to open each *readme* file. Carefully review each *readme* file. If you have any questions or concerns, contact Cisco Services before you begin the installation process.

Remember Cisco Services's recommendation:

- All sites should obtain and install p5EP2, p5EP6, p5EP7, and p3EP6.
- Sites that support the OCAP component of the DBDS should *also* obtain and install p5EP1.

**Important!** You can install the patch files at any time. However, the patch files will not become active until the processes to be patched are stopped and restarted. Although this process is usually transparent to subscribers, Cisco Services strongly urges system operators to complete this final step from within a planned maintenance window.



## 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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