Operations Alert Bulletin Recovering From a Failure of the camAuditor Process

Background

Our engineers are aware of a rare condition that can cause the camAuditor process of the Digital Network Control System (DNCS) to fail. When the camAuditor process fails, Entitlement Management Messages (EMMs) are not updated and the emmDistributor process transmits expired EMMs to Digital Home Communication Terminals (DHCTs). When DHCTs fail to receive updated EMMs, they may time out and become inoperative.

Although rare, this condition is most likely to manifest itself under one of the following circumstances:

- DNCS processes are restarted all together (using **dncsStart**)

- The cam processes are started as a group (rather than element by element) through the **dncsControl** utility

Should the camAuditor process fail under these circumstances, the indicator light for the camAuditor process will still illuminate green on the DNCS Control window, so system operators will not know that the camAuditor process has failed. Therefore, system operators should monitor their system for the three following symptoms that indicate that the camAuditor process may have failed.

- The field in the Doctor Report called **DHCTs with EMMs Expiring in 15 Days** indicates that the site has DHCTs with EMMs expiring in 15 days or less.

  Important: Our engineers wish to remind system operators to run the Doctor Report daily.

- Output from the smMix utility shows in-service DHCTs set to expire within 20 days.

- The log file for the camAuditor process shows no entries.

Our engineers have assigned Change Request (CR) **84069** to this issue and are actively working on a solution.

Recovery from the failed camAuditor process is easy and is described in the following section, **Recommendation**.

Recommendation

Call Cisco Services should you notice any of the three conditions that indicate that the camAuditor process may have failed. Engineers from Cisco Services will troubleshoot the issue, and then they may direct you to complete the following steps which enable the camAuditor process to recover:

1   From the list of processes on the DNCS Control window, click to highlight **camAuditor**.

2   Click **Process** and then select **Stop Process**. A confirmation message appears.

3   Click **Yes**. The indicator light for the camAuditor process changes from green to red.

4   Click **Process** again and then select **Start Process**. The indicator light for the camAuditor process changes from red to green.

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About This Bulletin

Audience

This document is intended for system operators of the Digital Broadband Delivery System (DBDS). Support engineers who help system operators troubleshoot and maintain their systems will also find this document useful.

Document Version

This is the second release of this document.

For More Information

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.