



Cisco Videoscape Voyager Vantage Support for Hot-Pluggable eSATA Devices Technical Reference

Overview

Introduction

Cisco® Videoscape Voyager Vantage (Vantage) software provides support for hot-plugging eSATA external storage devices into a compatible DVR. However, unplugging the eSATA device from the DVR when the DVR is operating may cause damage to one or both devices, and is not supported.

Customer support personnel should be prepared to explain the extent of eSATA support in Vantage-equipped DVRs to users of this equipment.

Purpose

This document provides an overview of Vantage support for hot-pluggable eSATA devices.

Audience

This document is written for operators of digital cable television systems that use Vantage software and compatible DVR equipment.

System operators, field service engineers, call center personnel, and Cisco Services engineers may also find the information in this document helpful.

Document Version

This is the second formal release of this document. In addition to minor text and graphic changes, the following changes have been made to this document.

- Title changed (formerly, RTN Support for Hot-Pluggable eSATA Devices Technical Reference)
- Part number changed (formerly, 4010382)
- Added descriptions for set-top behavior when device is unplugged (see *Hot-Unplugging Not Supported* on page 2)

Support for Hot-Pluggable eSATA Devices

Cisco Vantage software supports eSATA drives to enable subscribers to easily increase the storage capacity of their DVR. Vantage supports the ability to recognize eSATA drives while the DVR is on and functioning, a feature also known as Hot-Plug.

Consequently, it is not necessary with Vantage to require subscribers to turn off the DVR before plugging in the eSATA device. However, subscribers should be strongly advised not to unplug the eSATA device while the DVR is operating, as further explained below.

Hot-Unplugging Not Supported

Unplugging the eSATA hard disk drive while the DVR is powered on, also called hot-unplugging, is not supported and should be avoided.



CAUTION:

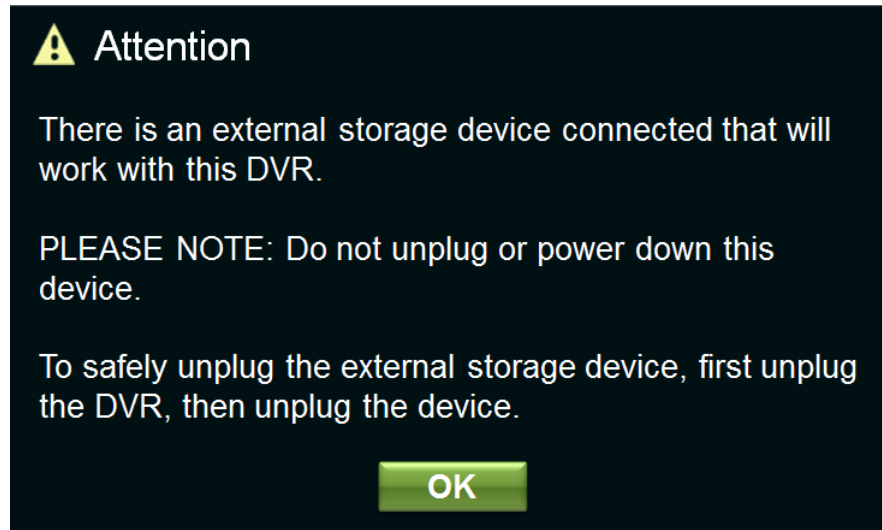
Unknown behavior and permanent damage to the eSATA drive or DVR, or both, may result if the eSATA device is unplugged while the DVR is on.

- If the eSATA drive is removed without powering off the set-top, the set-top will automatically reboot.
- Whenever the eSATA drive is removed, the set-top will display an **attention barker** during the next bootup, notifying the user that the eSATA drive has been removed.

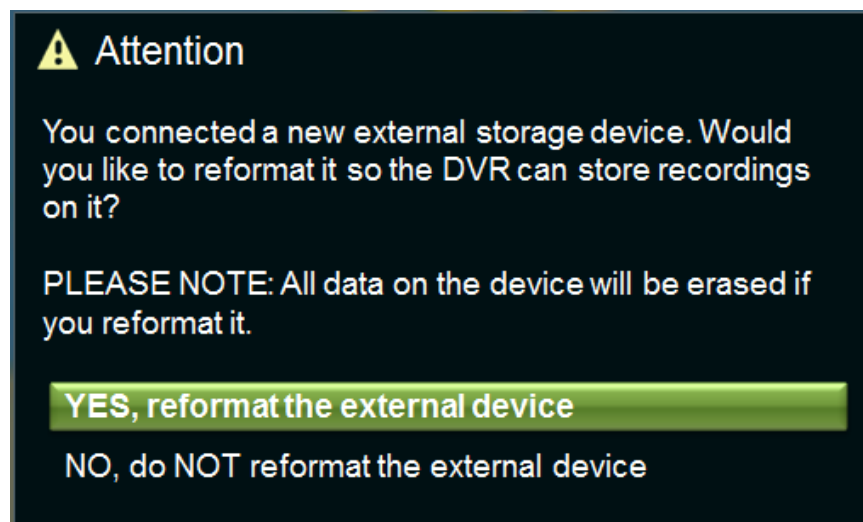
User Screen Prompts

Users can expect to see one or both of the following screen prompts upon plugging in an eSATA device.

- This screen appears when a user plugs in a compatible eSATA device while the device is on or shortly after a reboot:



- In addition, this screen appears if the compatible eSATA hard disk drive needs to be formatted to work with this DVR:



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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