



# Operations Alert Bulletin

## Avoid Sending Remote Reset Messages with M-Card 1.1.10

### Background

Multi-Stream CableCARD™ (M-Card™) software version 1.1.10 does not fully support the following types of remote reset commands:

- Passthru reset messages (including reboots through the UN-Config window)
- bootDhct commands
- commands that use the *-b* parameter to reboot set-tops, such as *IIH -b* or *listQPSK -b*

Whenever M-Cards that are running software version 1.1.10 receive one of these reset messages, the M-Card may lose synchronization with the host device, causing the M-Card to become non-responsive. When this occurs, the host devices must be manually rebooted by cycling the power.

If necessary, you can still use `cmd2000` to reboot a single set-top remotely in a SARA environment.

**Important:** Certain modes of the `signonCount` utility will send Passthru reset messages if problems are detected. These modes are F Mode (Fix Mode) and T Mode, which reboots set-tops that attempt to sign on more than once in 20 minutes.

This issue has been corrected in M-Card software versions 1.1.12 and 1.5.1.

## Recommendation

If your facility has M-Card devices that are running software version 1.1.10:

- Do *not* use any of these remote reset commands to reset devices in the field.
- Make sure that your signonCount utility does not use F Mode or T Mode.
- If you need to reboot a single set-top remotely in a SARA environment, use **cmd2000 <ipaddr> "resdiag RebootNOW"**, where <ipaddr> is the IP address of the set-top that you want to reboot. Also, Cisco Services™ can help you use cmd2000 to reboot a group of set-tops by modulator or IP list, if necessary.

In addition, contact Cisco Services to determine whether you should upgrade to either M-Card software version 1.1.12 or 1.5.1.

## About This Bulletin

### Audience

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

### Related Publications

You may find the following publications useful as resources when you implement the procedures in this document.

- *DHCT Status Reporting and signonCount Utilities User's Guide* (part number 738186)
- *Setting Up PowerKEY® CableCARD™ and M-Card™ Modules on the DNCS for System Releases 2.7/3.7 and 4.2* (part number 4014667)

### 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.



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