



ISDP 2.6 Upgrade Limitations

Overview

Introduction

Upgrading to ISDP client code version 2.6.9 offers many exciting enhancements. For example, DVR customers can now record two programs at once while watching a previously recorded program as well as benefiting from numerous other improvements to the way recordings are scheduled and managed. This release also provides support for Impulse Pay Per View (IPPV), offering you an added source of revenue. In addition to these subscriber-facing enhancements, improvements for the way set-tops handle encrypted services and content were implemented.

Purpose

This technical bulletin alerts you to two issues you are likely to encounter while testing the ability to roll back the ISDP client software to a previous release. If you roll back to a previous release, you will encounter issues with encrypted service authorization and loss of DVR recordings. These operational issues are normal and result from the security enhancements that are included with ISDP 2.6. Before you upgrade your live systems with ISDP 2.6 software, be sure to thoroughly test your system so that there is no need to roll back to a previous release.

Audience

This technical bulletin is written for system operators, sales and program managers, and field technicians.

Document Version

This is the second formal release of this document.

Rolling Back Client Code on Test Boxes

If you decide to roll back to a previous version of client code while testing ISDP 2.6, you will encounter issues with service authorization and loss of DVR recordings. This section provides information for addressing these issues.

Service Authorization

After rolling back to the previous version of client code, your set-tops may not be authorized for some encrypted services. To recover from the loss of service authorization, complete the following steps.

- 1 Open an xterm window on the ISDS.
- 2 Enter one of the following commands:
modDhctCfg -s *[MAC address of the individual set-top you want to authorize for the encrypted services]*
or
modDhctCfg -s *[File name of the list of MAC addresses of set-tops for which you want to authorize for the encrypted services]*

DVR Recordings

Rolling back to the previous version of client code causes previously recorded DVR recordings to be lost. The DVR recordings will appear in the Recorded List, but you cannot play the recording. You must manually remove each recording from the list. Any future recordings that you make after the rollback should function as designed.

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.



Cisco Systems, Inc.
5030 Sugarloaf Parkway, Box 465447
Lawrenceville, GA 30042

678 277-1120
800 722-2009
www.cisco.com

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of cisco trademarks, go to this URL:

www.cisco.com/go/trademarks.

Third party trademarks mentioned are the property of their respective owners.

The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Product and service availability are subject to change without notice.

© 2010, 2012 Cisco and/or its affiliates. All rights reserved.

August 2012 Printed in USA

Part Number

78-4036297-01 Rev C