



Changing the Time Delay to Suspend Level 2 Applications Overview

Introduction

An application that uses the Cisco Resident Application (SARA) Window Manager is referred to as a Level 2 application. Subscribers can access SARA functions such as the Interactive Program Guide directly from a Level 2 application.

When a subscriber tunes away from a channel that is displaying a Level 2 application, the application may require some clean up processing time before displaying the next channel.

The time delay required to suspend Level 2 applications for clean up processing differs. Some Level 2 applications require a 2-second delay while others may require more or less time.

If the time delay allotted for the application is not sufficient, the subscriber may see unexpected behavior, such as a black screen, when tuning away from the application.

For SARA 1.15 and SARA 1.16, you must insert a time delay parameter that is appropriate for the specific Level 2 application to eliminate the unexpected behavior.

Note: In SARA 1.21 and later, you do not need to insert the time delay parameter because this URL modifier is not supported. Changes in the Application Interface System (AIS) functions, from which the application developer creates the application, prevent the need for time delays in the later SARA versions.

Purpose

The purpose of this technical bulletin is to provide cable service operators, third-party developers, and technicians with instructions for changing the time delay parameter to suspend Level 2 applications.

Document Version

This is the third release of this technical bulletin. This version contains text and graphic changes. This bulletin also includes SARA 1.16 whose functionality is equivalent to SARA 1.15.

Change the Time Delay Parameter

Introduction

This section provides instructions for changing the Level 2 application time delay parameter. The time delay parameter, which is set to zero as the default, resides in the Service Application Manager (SAM) Service.

Changing the Level 2 Application Time Delay

Complete the following steps to change the time delay parameter for suspending Level 2 applications.

1. From the DNCS Administrative Console window, select the **Application Interface Modules** tab, and click **SAM Service**.

Result: The SAM Service List window opens.

2. Double-click on the SAM service you want to modify.

Result: The SAM Service window opens.

3. In the Application URL field, after the LEVEL2=true statement, type **;d=<x>**.

Note: Replace <x> with the number of seconds of the time delay for the application. Cisco recommends that you test the application to determine the optimum time delay.

Example: ...LEVEL2=true;d=2

4. Click **Save**.
5. Select **File** and chose **Close**.

Result: The SAM Service List window closes.

Important: The time delay parameter that is defined for the Level 2 application is stored in cache memory. The parameter changes you make are not activated until the DHCT is rebooted.

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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