



DVR Configuration Guide

Please Read

Important

Please read this entire guide. If this guide provides installation or operation instructions, give particular attention to all safety statements included in this guide.

Notices

Trademark Acknowledgments

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)

Publication Disclaimer

Cisco Systems, Inc. assumes no responsibility for errors or omissions that may appear in this publication. We reserve the right to change this publication at any time without notice. This document is not to be construed as conferring by implication, estoppel, or otherwise any license or right under any copyright or patent, whether or not the use of any information in this document employs an invention claimed in any existing or later issued patent.

Copyright

© 2007, 2012 Cisco and/or its affiliates. All rights reserved. Printed in the United States of America.

Information in this publication is subject to change without notice. No part of this publication may be reproduced or transmitted in any form, by photocopy, microfilm, xerography, or any other means, or incorporated into any information retrieval system, electronic or mechanical, for any purpose, without the express permission of Cisco Systems, Inc.

Contents

About This Guide	v
Chapter 1 Enabling DVR Service	1
Procedure Overview.....	2
Adding a DVR Package to the DNCS.....	3
Adding a DVR Service to the SAM.....	5
Adding the DVR Service to Channel Maps.....	7
Chapter 2 Customizing DVR Services	11
Ways to Customize DVR Service.....	12
Record from Quick Settings Menu: Allow Subscribers to Record a Program from the Quick Settings Menu.....	16
Recording Control: Prevent Subscribers from Recording a Service.....	17
DVR Channel Display: Display the Recorded List when Tuning to the DVR Channel.....	19
First Runs Recording Option: Allow Subscribers the Option to Record First Runs of a Program, Not Reruns.....	21
Power Save: Disable the Power Save Feature.....	26
Stand-Alone Authorization: Authorize DVRs for Stand-Alone Mode.....	28
Enable Block Title: Prevent Titles of Recordings Blocked by the Parental Control Feature From Showing.....	34
Chapter 3 Testing DVR Services	37
Before You Begin.....	38
Quick Steps for Experienced Users.....	39
Testing DVR Services.....	40
Chapter 4 Supporting the Hard Disk Drive Test	43
What Is the HDD Test?.....	44
Setting Up the DNCS to Support the HDD Test.....	45
How Do Staging Technicians Use the HDD Test?.....	52
Chapter 5 Customer Information	53

Contents

Appendix A EID Conversion Table	55
Converting a Package EID from Hexadecimal to Decimal	56
Index	57

About This Guide

Introduction

This guide describes how to enable Explorer® Digital Video Recorders (DVRs) to use DVR features. It also describes how to customize features of the DVR services so they function according to your business needs.

Enhancing Your Subscribers' Experience: SARA Configurable Options User Guide is a companion document to this guide. This companion document contains procedures for configuring features that are used by all set-top boxes, such as the Parental Controls feature.

Scope

This document describes how to enable DVR 1.5.2 services and how to customize the features these services offer. This guide does not describe how to enable features that are used by all set-top boxes, such as the Parental Controls feature. For instructions on customizing common features, refer to *Enhancing Your Subscribers' Experience: SARA Configurable Options User Guide*.

Audience

This document is written for the following personnel involved in setting up and operating a Digital Broadcast Delivery System (DBDS):

- DBDS and DNCS (Digital Network Control System) system administrators
- DBDS and DNCS system operators
- Cisco Services engineers

Related Publications

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

- *Adding and Removing Applications on the BFS for System Release 2.5/3.5 and 4.0* (part number 4011048)
- *Configuring Logos on the DNCS* (part number 738163)
- *Digital Network Control System Online Help for System Release 2.5/3.5 (UNIX Version)* (part number 4000838)
- *Enhancing Your Subscribers' Experience: SARA Configurable Options* (part number 4002178)

About This Guide

- *Explorer® Digital Home Communications Terminal Staging Guide* (part number 734375)
- *Explorer® Digital Video Recorder User's Guide* (part number 4003870)
- *Getting Started With the Explorer 8000 and 8000HD DVR* (part number 740246)
- *Getting Started With the Explorer 8300 and 8300HD DVR* (part number 4004007)
- *Guide to Using Your Digital Video Recorder in Stand-Alone Mode* (part number 4011416)
- *LogoTool Software User's Guide* (part number 4000820)
- *Separable Security Host Staging Guide* (part number 736107)

Document Version

This is the second release of this document.

1

Enabling DVR Service

Introduction

This chapter describes two different methods for enabling DVR service: a global method and a package method. When enabled using a global method, all DVRs are enabled for DVR service. When using the package method, only the DVRs that have been authorized for DVR service with a DVR package are enabled for DVR service.

To use DVR service, subscribers must have any of the following Cisco set-top boxes: Explorer 8000, 8000HD, 8240, 8240HD, 8300, 8300HDC, or 8300MR Home Entertainment Servers. In addition, current software must be installed on these devices. Contact Cisco for information on the latest software release.

In This Chapter

- Procedure Overview..... 2
- Adding a DVR Package to the DNCS..... 3
- Adding a DVR Service to the SAM 5
- Adding the DVR Service to Channel Maps..... 7

Procedure Overview

This section provides instructions for enabling the DVR service using either of the following methods:

- **Open access (global method)** – Enables the DVR service for all subscribers who have a DVR-DVD or DVR
- **Conditional access (package method)** – Enables the DVR service for only those subscribers who have been authorized for the DVR package and who have a DVR-DVD or DVR

Before You Begin

If you are enabling the DVR service with conditional access, make certain that you know the package name that your billing system uses to enable or disable the DVR service. If you do not know the name, contact your billing system operator to obtain the correct package name.

Overview of Enabling DVR Service

The following tasks summarize how to enable DVR service with conditional access.

Note: The rest of this chapter provides detailed instructions for each task summarized in this section.

- 1 To enable the DVR service with conditional access, add a DVR package to the DNCS.

Note: If enabling the DVR service with global access, skip this step. It is not necessary to add a DVR package to the DNCS.

- 2 Add a DVR service to the Service Application Manager (SAM).
- 3 Add the DVR service to appropriate channel maps.

Adding a DVR Package to the DNCS

- 1 Do you want to offer the DVR service only to subscribers who are authorized for the DVR package?
 - If **yes**, go to step 2.
 - If **no**, go to *Adding a DVR Service to the SAM* (on page 5).
- 2 On the DNCS Administrative Console, click the **DNCS** tab and then select the **System Provisioning** tab.
- 3 Click **Package**. The Package List window opens.
- 4 Does a DVR package appear in the Package List window?
 - If **yes**, a DVR package has already been added to the DNCS. Go to step 8.
 - If **no**, you need to add a DVR package to the DNCS.
- 5 On the **File** menu, select **New**. The Set Up Package window opens.

The screenshot shows the 'Set Up Package' dialog box with the following fields and options:

- Package Name: [Text Input]
- EID: [Text Input]
- Duration: Unlimited Limited
- Start Date: [MM/DD/YYYY]
- Start Time: [HH:MM:SS] [AM/PM]
- Length: [] days [] hours [] minutes
- Pay Per View
 - Right To Copy: Allowed
- Impulse Pay Per View
 - Preview | Buy Window | Purchase Modes
 - Start Date: [MM/DD/YYYY]
 - Start Time: [HH:MM:SS] [AM/PM]
 - Duration: [] hours [] minutes
- Allow Event Extension
- Buttons: Save, Cancel, Help

- 6 Follow these instructions to enter data in the Set Up Package window:
 - **Package Name:** Enter the package name that your billing system uses to enable DVR functionality. The name that you enter here must exactly match the package name that your billing system uses. For example, you might use the **PVRAC** package to enable DVR functionality.
Note: If necessary, contact your billing system operator to obtain the correct package name.
 - **Duration:** Leave the default value of **Unlimited**.
- 7 Click **Save** to save this package in the DNCS database and close the Set Up Package window. The package appears in the Package List window.
- 8 From the Package List window, select the package you will use to authorize DVR service. From the Package List window, select the package you will use to authorize DVR service.
- 9 Click **File** and then select **Open**. The Set Up Package window opens for the package you selected.
- 10 Record the number shown in the EID field here: _____
Note: The number shown in the EID field is in hexadecimal format.
- 11 Click **Cancel** to close the Set Up Package window and return to the Package List window.
- 12 Click **File** and then select **Close** to close the Package List window and return to the DNCS Administrative Console.
- 13 Refer to the hexadecimal conversion table in *EID Conversion Table* (on page 55) to convert the EID from hexadecimal format to decimal format, and then write the decimal format of the EID here: _____
- 14 Go to *Adding a DVR Service to the SAM* (on page 5).

Adding a DVR Service to the SAM

The Application URL that you enter when creating a SAM DVR service determines whether the DVR service uses open (global) or conditional (package) access.

Follow these instructions to globally or conditionally authorize DVRs for the DVR service.

- 1 On the DNCS Administrative Console, click the **Application Interface Modules** tab.
 - 2 Click **SAM Service**. The SAM Service List window opens.
 - 3 Click **File** and select **New**. The Set Up SAM Service window opens.
 - 4 Follow these instructions to enter data in the fields of the Set Up SAM Service window:
 - **Service Name:** Enter a name for the DVR service, such as **DVR Enable**.
 - **Short Description:** Enter a short description (up to 5 alphanumeric characters) for the DVR service, such as **DVR**. Subscribers see the short description in the channel banner when DVR service is activated.
 - **Long Description:** Enter a long description (up to 32 alphanumeric characters) for the DVR service. This information is for your use only. Subscribers will not see the text that you enter here.
 - **Application URL:** Enter one of the following URLs according to how you want to offer this service:
 - **Open access (global method):** To offer the DVR service to all subscribers who have a DVR, enter **bfs://resapp/pvrac**.
 - **Controlled access (package method):** To limit the DVR service only to subscribers who have a DVR and who are authorized for the DVR package, enter **bfs://resapp/pvrac;EID=#**, replacing the # symbol with the *decimal* equivalent of the EID for the DVR package.
- Note:** To obtain decimal equivalent of the EID, refer to step 13 of *Adding a DVR Package to the DNCS* (on page 3).

- **Logo:** If you have a custom logo that you want to use for this service, enter the logo ID for the desired logo. Otherwise, enter 0 (zero).
- **Parameter:** Click the **Number** option and then enter 0 in the Number field.

The screenshot shows the 'Set Up SAM Service' dialog box with the following fields filled in:

- Service ID: (empty)
- Service Name: DVR Enable
- Short Description: DVR
- Long Description: Enable DVR Service
- Application URL: bfs://resapp/pvrac;EID=112
- Logo: 0
- Parameter: Number (selected), 0

- 5 Click **Save** to save the service information in the DNCS database and close the Set Up SAM Service window. The SAM Service List window updates to include the new service with its system-assigned service ID and application URL tag.
- 6 Record the service name here: _____.
Note: You need this name as you continue to set up the service.
- 7 Add DVR service to Channel Maps. Go to *Adding the DVR Service to Channel Maps* (on page 7).

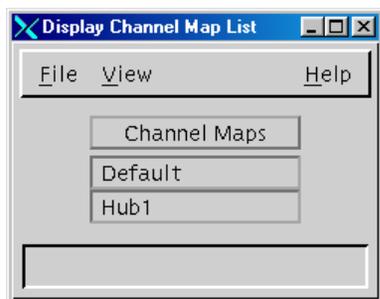
Adding the DVR Service to Channel Maps

This section describes how to add the DVR service to channel maps so that subscribers who are authorized for DVR service can access the service.

After you have registered the DVR service with the SAM, follow these instructions to add the DVR service to appropriate channel maps.

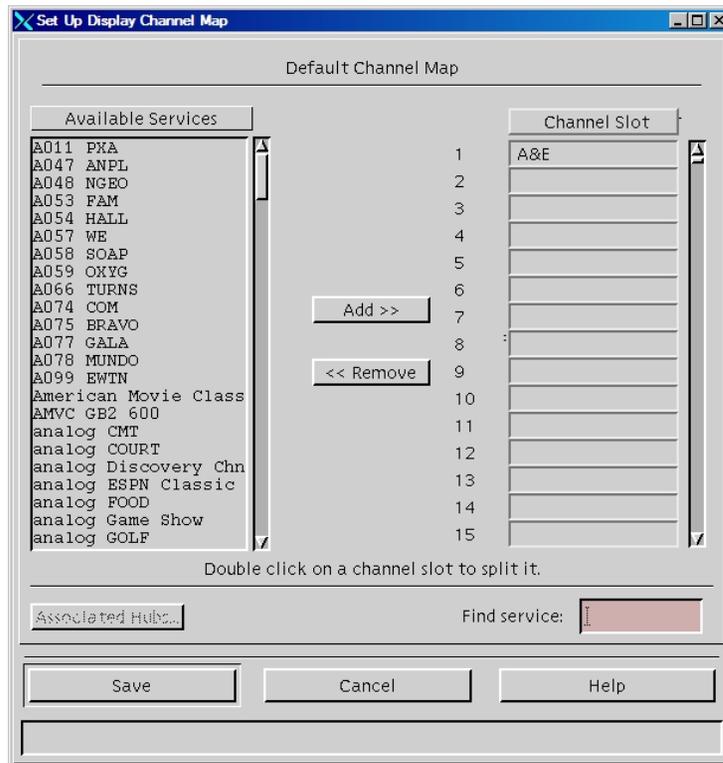
Notes:

- After DVR service has been added to channel maps, DVRs display a generic DVR service screen whenever subscribers tune to the DVR channel. However, you can customize DVR service so that DVRs display the Recorded List whenever subscribers tune to the DVR channel. For more information, go to *Customizing DVR Services* (on page 11).
 - Non-DVRs *without* the DVR package display a Not Authorized barker whenever subscribers tune to the DVR channel. Non-DVRs *with* the DVR package display a black screen when subscribers tune to the DVR channel.
- 1 On the DNCS Administrative Console, click the **Application Interface Modules** tab.
 - 2 Click **Channel Maps**. The Display Channel Map List window opens.



- 3 Click once on the row that contains the channel map to which you want to add this service.

- 4 Click **File**, and then select **Open**. The Set Up Display Channel Map window opens for the channel map you selected.



- 5 Scroll through the Available Services field until you see the DVR service listed, and then click the DVR service to select it.
- 6 Scroll through the Channel Slot field until you see the channel slot to which you want to assign the DVR service, and then click the channel slot to select it.
- 7 Click **Add**. The DVR service moves from the Available Services field to the Channel Slot field you selected.
- 8 Click **Save** to save the channel map information in the DNCS database and close the Set Up Display Channel Map window. By default, the system waits 20 minutes to build new channel maps. However, the amount of time that elapses between a change to a channel map and the time that a new channel map is built and broadcast to DHCTs varies according to the SAM Update Timer setting. For this reason, allow an appropriate amount of time to pass before testing DVR service to verify that channels were added.
- 9 Repeat steps 3 to 8 for each channel map that requires DVR service, and then go to step 10.

- 10 On the Display Channel Map List window, click **File**, and then select **Close** to close the window and return to the DNCS Administrative Console.
- 11 Now that you have successfully enabled DVR service, continue preparing the DVR service for use in one of the following ways:
 - If you want to customize DVR service so that it meets your business needs, go to *Customizing DVR Services* (on page 11).
 - If you do not want to customize DVR service and will use the default settings, go to *Testing DVR Services* (on page 37).

Note: For a description of the DVR service default settings, go to *Customizing DVR Services* (on page 11).

2

Customizing DVR Services

Introduction

This chapter describes the default settings for DVR services and describes the different ways you can customize these settings. This chapter also provides instructions for configuring your system to support each customized setting.

In This Chapter

- Ways to Customize DVR Service..... 12
- Record from Quick Settings Menu: Allow Subscribers to Record a Program from the Quick Settings Menu 16
- Recording Control: Prevent Subscribers from Recording a Service..... 17
- DVR Channel Display: Display the Recorded List when Tuning to the DVR Channel..... 19
- First Runs Recording Option: Allow Subscribers the Option to Record First Runs of a Program, Not Reruns 21
- Power Save: Disable the Power Save Feature 26
- Stand-Alone Authorization: Authorize DVRs for Stand-Alone Mode 28
- Enable Block Title: Prevent Titles of Recordings Blocked by the Parental Control Feature From Showing 34

Ways to Customize DVR Service

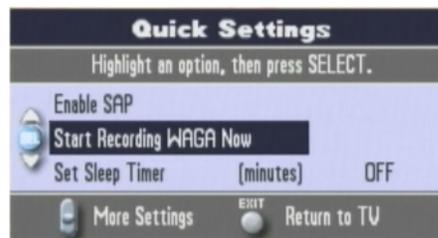
Tables in this section describe the ways you can customize the behavior of DVR services. To customize a behavior shown in these tables, refer to the appropriate procedure that appears later in this chapter.

Custom DVR Behaviors

The following table describes the ways that you can customize the behavior of the DVR service to meet your business needs.

Subscriber Impact

DVR Behavior	Default Behavior	Custom Behavior
Record From Quick Settings Menu	The default behavior of the DVR service does not provide a recording option in the Quick Settings menu.	When customized, a recording option appears in the Quick Settings menu, similar to the example shown here.



Recording Control	Subscribers who have a DVR can automatically record most services when the DVR service has been set up properly. Applications such as video-on-demand (VOD) cannot be recorded.
--------------------------	---

When customized, you can prevent subscribers from recording a specific service, such as VOD. When customized, the following message is displayed when subscribers attempt to record a non-recordable service:

ATTENTION: Recording feature not available on this channel.

Subscriber Impact

DVR Behavior

DVR Channel Display

Default Behavior

When subscribers tune to the channel that provides DVR service, a generic DVR service screen displays as shown here.



Custom Behavior

When customized, the Recorded List screen, as shown here, displays when subscribers tune to the channel that provides DVR service.



Note: If a recording is playing on the DVR service channel, the recording is paused when a subscriber tunes to the DVR service channel.

Custom Logo for DVR Screens

(msologonotipg.rle)

When a DVR screen displays (for example, the Recorded List screen), no logo appears in the Information area of the screen, as shown in the following example.



When customized, the configured logo appears in the Information area on the DVR screen, as shown here.



Note: To customize this feature, refer to *LogoTool Software User's Guide* (part number 4000820) and *Configuring Logos on the DNCS* (part number 738163).

Subscriber Impact

DVR Behavior

First Runs Recording Option (_FRDA SAM service)

Default Behavior

From the All Episode Recording Options screen, subscribers can record all episodes (first-run and rerun episodes) by selecting any of the following options from the All Episode Recording Options screen:

- On this channel at any time
- On this channel, this day, and in this time slot
- On this channel, any day, and in this time slot

Custom Behavior

When customized, the First Run only on this channel option is added to the All Episode Recording Options screen, as shown in the following example. Selecting this option allows subscribers to record first runs (new episodes) of a selected program on a particular channel.



Power Save Feature

By default, the Power Save feature is enabled for DVR service. When this feature is enabled, a DVR spins down the hard disk drive and activates a screen saver after any 15 minute period of inactivity that occurs between 1 a.m. and 6 a.m.

When customized, the Power Save feature is disabled for a DVR.

To disable the Power Save feature, contact Cisco Services for assistance.

Screen-Saver Logo (ssmsologo.rle)

When in spin-down mode, DVRs display a black screen with the message **Press any remote key to continue watching TV**. This message moves every 10 seconds to prevent screen burn in.

When enabled, the configured logo appears above the default message, as shown in the following example. The logo and message move every 10 seconds to prevent screen burn in.

Note: To enable this feature, refer to *LogoTool Software User's Guide* (part number 4000820) and *Configuring Logos on the DNCS* (part number 738163).



Subscriber Impact

DVR Behavior

Stand-Alone Authorization

Default Behavior

By default, a DVR is not authorized for stand-alone mode. As a result, DVRs cannot play recordings unless they are connected to a DBDS network. Because they must be connected to the DBDS network to play recordings, subscribers cannot take DVRs with them when away from home and use the DVRs to watch recordings.

Custom Behavior

When customized, DVRs are authorized for stand-alone mode. As a result, subscribers are able to play DVR recordings without an active, two-way connection to the DBDS network. These subscribers are able to take their DVRs with them when away from home and use the set-tops to watch recordings.

Title Block

Note: The default setting for this feature is disabled. When disabled, DVRs show the titles of programs that have been blocked by the Parental Control feature. SR 2.7/ 3.7 or 4.2 allows you to change this default.

When this feature is disabled, the SARA client allows the titles of recordings that have been blocked by the Parental Control feature to show in the Recorded List, Scheduled Recordings, Recorded Program Options, and IPG screens.

When customized, the SARA client prevents the titles of any recordings that have been blocked by the Parental Control feature from showing in the Recorded List, Scheduled Recordings, Recorded Program Options, and IPG screens. Instead, **Title Blocked** displays for the title of the recording.

Record from Quick Settings Menu: Allow Subscribers to Record a Program from the Quick Settings Menu

This section describes how to customize the DVR service so that subscribers can record a currently tuned program from the Quick Settings menu. Adding this selection to the Quick Settings menu gives subscribers another way to record a currently tuned program. (Subscribers can also record a program by pressing the RECORD key on the remote control or by selecting the program from the IPG.)

Allowing Subscribers to Record a Currently Tuned Program from the Quick Settings Menu

Most cable service providers configure their systems so that all DVRs in the system use this custom behavior. However, a system can be configured so that only DVRs in certain hubs use this custom behavior. For assistance configuring this custom behavior for use by specific hubs, refer to Chapter 1 of *Enhancing Your Subscribers' Experience: SARA Configurable Options* (part number 4002178).

- 1 On the DNCS Administrative Console, select the **Server Applications** tab.
- 2 Click **DHCT Config**. The DHCT Configure Prompt window opens.
- 3 To provide all DVRs in your system with this custom behavior, click **Global**. The Set Up Global DHCT Configuration window opens.
- 4 Select the **Quick Settings** tab. The Quick Settings tab appears in the forefront.
- 5 If necessary, click the **Has Record** option to enable it.

Note: When the Has Record option is enabled, the selection box to the left of the option is yellow. When enabled, subscribers have the option to record the currently tuned program by selecting this option from the Quick Settings menu.

- 6 Click **Save**. The Application Server sends this custom behavior to all DVRs in your system. As a result, subscribers with a DVR can record a currently tuned program by either pressing the RECORD key on the remote control or by making a selection from the Quick Settings menu.
- 7 Do you need to customize other aspects of DVR service?
 - If **yes**, continue customizing the service by following the appropriate procedure in this chapter.
 - If **no**, verify that DVR service functions according to the customizations you have made. Go to *Testing DVR Services* (on page 37).

Recording Control: Prevent Subscribers from Recording a Service

Follow these instructions to customize the DVR service by disabling DVR functionality for specific services so that subscribers cannot record them. Otherwise, subscribers can record any service, even those on VOD and Music Channels.

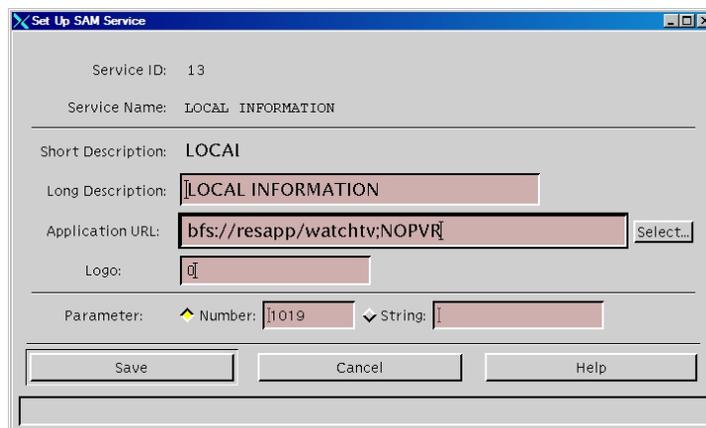
When subscribers are prevented from recording a service, the following message displays whenever a subscriber attempts to record the service:

ATTENTION: Recording feature not available on this channel

Important! You should disable the DVR functionality for any services that you do not want subscribers to record.

Preventing Subscribers from Recording a Service

- 1 From the SAM Service List window, highlight the service that you do not want subscribers to record.
- 2 Click **File** and then select **Open**. The Set Up SAM Service window opens with information about the service you selected.
- 3 Modify the Application URL field by adding ;**NOPVR** to the end of the existing URL, as shown in the following example. In this example, the URL *bfs://resapp/watchtv* becomes *bfs://resapp/watchtv;NOPVR*.



- 4 Click **Save** to save the service information in the DNCS database and close the Set Up SAM Service window. The SAM Service List window is now visible.

Chapter 2 Customizing DVR Services

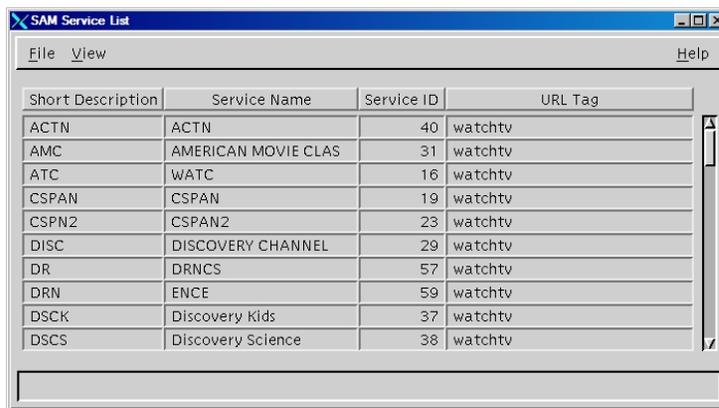
- 5 Repeat steps 1 through 4 for every service that you do not want subscribers to record.
- 6 Do you need to customize other aspects of DVR service?
 - If **yes**, continue customizing the service by following the appropriate procedure in this chapter.
 - If **no**, verify that DVR service functions according to the customizations you have made. Go to *Testing DVR Services* (on page 37).

DVR Channel Display: Display the Recorded List when Tuning to the DVR Channel

This section describes how to customize the DVR service so that the Recorded List displays instead of the default screen whenever subscribers tune to the DVR channel. Otherwise, the generic DVR service screen displays whenever subscribers tune to the DVR channel.

Displaying the Recorded List when Tuning to the DVR Channel

- 1 On the DNCS Administrative Console, click the **Application Interface Modules** tab.
- 2 Click **SAM Service**. The SAM Service List window opens.

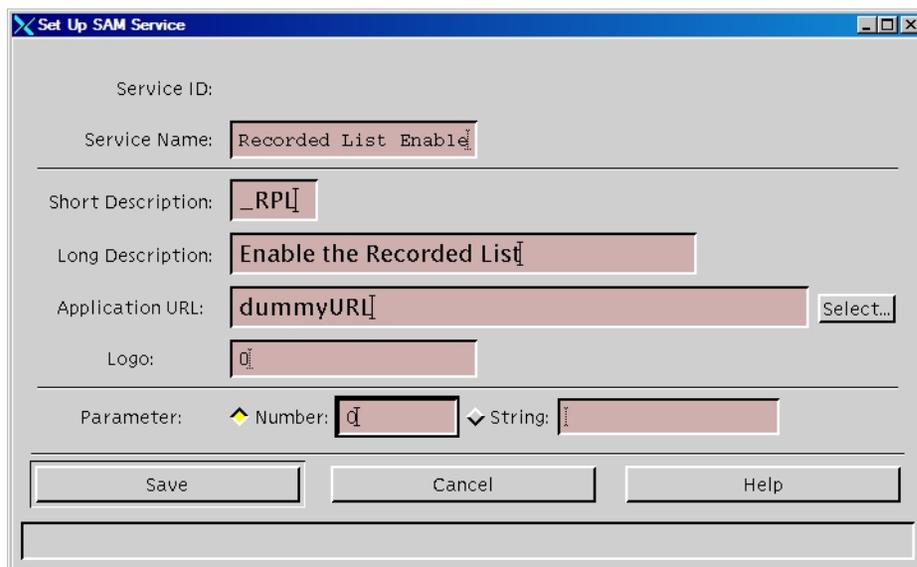


The screenshot shows a window titled "SAM Service List" with a menu bar containing "File", "View", and "Help". Below the menu bar is a table with four columns: "Short Description", "Service Name", "Service ID", and "URL Tag". The table contains the following data:

Short Description	Service Name	Service ID	URL Tag
ACTN	ACTN	40	watchtv
AMC	AMERICAN MOVIE CLAS	31	watchtv
ATC	WATC	16	watchtv
CSPAN	CSPAN	19	watchtv
CSPAN2	CSPAN2	23	watchtv
DISC	DISCOVERY CHANNEL	29	watchtv
DR	DRNCS	57	watchtv
DRN	ENCE	59	watchtv
DSCK	Discovery Kids	37	watchtv
DSCS	Discovery Science	38	watchtv

- 3 Click **File**, and then select **New**. The Set Up SAM Service window opens.

- 4 Enter the following data in the fields of the Set Up SAM Service window so that the window is similar to the following example.
 - **Service Name:** Recorded List Enable
 - **Short Description:** _RPL
 - **Long Description:** Enable the Recorded List
 - **Application URL:** dummyURL
 - **Logo:** 0 (zero)
 - **Parameter:** Number: 0



- 5 Click **Save** to save the service information in the DNCS database and close the Set Up SAM Service window. The SAM Service List window updates to include the new service with its system-assigned service ID and application URL tag. As a result, the Recorded List now displays whenever subscribers tune to the DVR channel.
- 6 Do you need to customize other aspects of DVR service?
 - If **yes**, continue customizing the service by following the appropriate procedure in this chapter.
 - If **no**, verify that DVR service functions according to the customizations you have made. Go to *Testing DVR Services* (on page 37).

First Runs Recording Option: Allow Subscribers the Option to Record First Runs of a Program, Not Reruns

This section describes how to customize the DVR service to support the First Runs feature so that subscribers have the option to record first runs (new episodes) of a program and not record reruns. For example, a subscriber could record all new episodes of "CSI: Miami" that are shown on a particular channel, but not record "CSI: Miami" episodes that have already been broadcast.

In order to support the First Runs feature, you must customize the All Episodes Recording Options screen to display the **First run only on this channel** option. If you do not customize this screen, this option does not appear on the screen.

This section also describes how to use the IPG editor to verify that the data provider is flagging reruns appropriately. Ensuring that reruns are flagged appropriately is important because the Program Guide identifies programs not flagged as reruns by placing a first run (NEW) icon beside the program. Because the First Runs recording feature records only programs identified with the NEW icon, the First Runs recording feature may not perform as expected. Using the IPG editor for verification ensures that the First Runs feature will perform as expected.

Checking for Rerun Feature Support

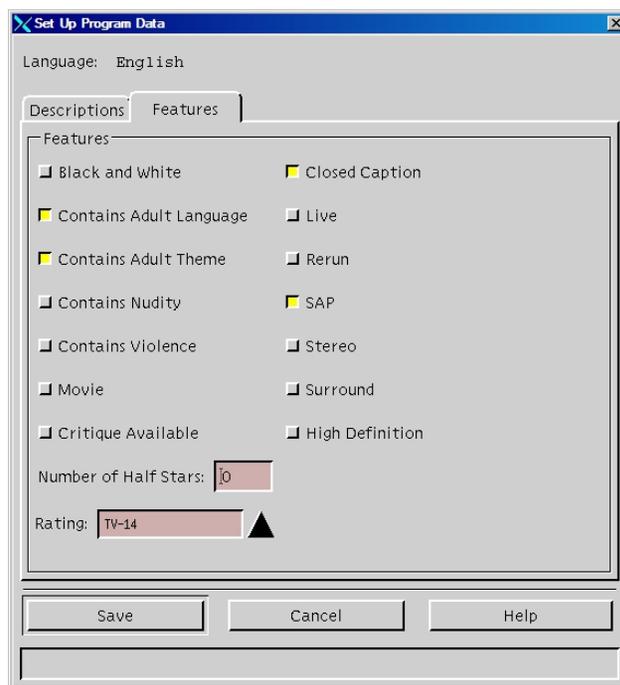
Follow these instructions to check that the data provider is flagging programs appropriately to support the First Runs feature.

- 1 On the DNCS Administrative Console, click the **Application Interface Modules** tab.
- 2 Click **IPG**.
- 3 Select the collector that you use to gather IPG data.
Note: Most systems use the **IPG_ENG** collector.
- 4 Click **File** and select **Program Data**.
- 5 In the date fields, enter a date when you know a rerun is broadcast and click **Get Data From Database**.
- 6 Select a program that you know is a rerun.

Important: You should check with your data providers to make certain that you understand when they set the rerun feature for a program. For example, they may not set the feature for a program in syndication. Understanding when your data provider sets this feature is essential to setting expectations about what content will be recorded.

- 7 Click **File** and select **Open**.
- 8 Select the **Features** tab.

Important: Be aware that not all IPG data providers support the Rerun flag. When this occurs, all episodes of a program (first runs and reruns) will be identified as first runs and will display the NEW icon. As a result, when subscribers use the First Runs recording feature, all episodes of the selected program will be recorded because this feature records any episodes of a selected program flagged with the NEW icon.



When **Rerun** is not selected, as shown here, the first run (NEW) icon appears in the Program Guide beside the program.

9 Is Rerun selected?

- If **yes**, repeat this procedure for several programs to ensure that the data provider is consistently enabling this feature. When you are satisfied that the data provider is sending the correct data, go to *Allowing Subscribers the Option to Record First Runs of a Program, Not Reruns* (on page 23).
- If **no**, contact the data provider to investigate why Rerun is not selected.

Allowing Subscribers the Option to Record First Runs of a Program, Not Reruns

To allow subscribers the option to record first runs (new episodes) of a selected program on a particular channel, enable first run filtering.

Important: If your IPG data provider does not support the Rerun flag, do not use this procedure. Otherwise, all episodes of a program (first runs and reruns) will be identified as first runs and will display the NEW icon. As a result, when subscribers use the First Runs recording feature, all episodes of the selected program will be recorded because this feature records any episodes of a selected program flagged with the NEW icon.

This section provides instructions for enabling first run filtering using either of the following methods:

- **Open access (global method)** – Enables first run filtering for all subscribers who have a DVR
- **Conditional access (package method)** – Enables first run filtering for only those subscribers who have been authorized for the FRDA (first run data available) package and who have a DVR

Before You Begin

If you are enabling first run filtering with conditional access, make certain that you know the package name that your billing system uses to enable or disable this feature. If you do not know the name, contact your billing system operator to obtain the correct package name.

Task Overview

The following tasks summarize how to enable DVR service with conditional access.

Note: The rest of this section provides detailed instructions for the tasks summarized below.

- 1 To enable first run filtering with conditional access, add an FRDA package to the DNCS.
Note: If enabling this feature with global access, it is not necessary to add an FRDA package to the DNCS.
- 2 Add an FRDA service to the SAM.

Adding an FRDA Package to Conditionally Enable First Run Episode Filtering

Follow these instructions to add an FRDA package to the DNCS.

Important: For this feature to function, the IPG content provider must set the rerun flag correctly. See *Checking for Rerun Feature Support* (on page 21) for more information.

- 1 Do you want to provide this feature to only subscribers who are authorized for the FRDA package?
 - If **yes**, go to step 2.
 - If **no**, go to *Adding an FRDA Service to the SAM* (on page 25).
- 2 On the DNCS Administrative Console, click the **DNCS** tab and then select the **System Provisioning** tab.
- 3 Click **Package**. The Package List window opens.
- 4 Does an FRDA package appear in the Package List window?
 - If **yes**, an FRDA package has already been added to the DNCS. Go to step 7.
 - If **no**, click the **File** menu and select **New**. The Set Up Package window opens.
- 5 Follow these instructions to enter data in the Set Up Package window:
 - **Package Name:** Enter the package name that your billing system uses to enable the First Runs recording option. The name that you enter here must exactly match the package name that your billing system uses.
Note: If necessary, contact your billing system operator to obtain the correct package name.
 - **Duration:** Leave the default value of Unlimited.
- 6 Click **Save** to save this package in the DNCS database and close the Set Up Package window. The package appears in the Package List window.
- 7 From the Package List window, select the package you will use to provide subscribers with the First Runs recording option.
- 8 Click **File**, and then select **Open**. The Set Up Package window opens for the package you selected.
- 9 Record the number shown in the EID field here: _____
Note: The number shown in the EID field is in hexadecimal format.
- 10 Click **Cancel** to close the Set Up Package window and return to the Package List window.
- 11 Click **File** and then select **Close** to close the Package List window and return to the DNCS Administrative Console.
- 12 Refer to the hexadecimal conversion table in *EID Conversion Table* (on page 55) to convert the EID from hexadecimal format to decimal format, and then write the decimal format of the EID here: _____
- 13 Go to *Adding an FRDA Service to the SAM* (on page 25).

Adding an FRDA Service to the SAM

The Application URL that you enter when creating a SAM FRDA service determines whether the service uses the open (global) or conditional (package) access. The following procedure can be used for either method.

Important: For this feature to function, the IPG content provider must set the rerun flag correctly.

- 1 On the DNCS Administrative Console, click the **Application Interface Modules** tab.
- 2 Click **SAM Service**. The SAM Service List window opens.
- 3 Click **File**, and then select **New**. The Set Up SAM Service window opens.
- 4 Enter the following data in the fields of the Set Up SAM Service window:
 - **Service Name:** First Run Filter
 - **Short Description:** _FRDA
Note: FRDA is an abbreviation of First Run Data Available.
 - **Long Description:** First Run Filter
 - **Application URL:** Enter one of the following URLs according to how you want to provide this service to subscribers:
 - **Open access (global method):** To provide all subscribers who have a DVR with this feature, enter **dummyURL**.
 - **Controlled access (package method):** To provide this feature only to subscribers who have a DVR and who are authorized for the FRDA package, enter **dummyURL;EID=#**, replacing the # symbol with the *decimal* equivalent of the EID for the FRDA package.
Note: To obtain this number, refer to step 12 of the previous procedure, *Adding an FRDA Package to Conditionally Enable First Run Episode Filtering* (on page 24).
 - **Logo:** 0 (zero)
 - **Parameter:** Number: 0
- 5 Click **Save** to save this service information in the DNCS database and close the Set Up SAM Service window. The SAM Service List window updates to include the new service with its system-assigned service ID and application URL tag. As a result, the "New first-run episodes on this channel" option is added to the All Episodes Recording Option screen, and subscribers have the option to record first runs (new episodes) of a selected program on a particular channel.
- 6 Do you need to customize other aspects of DVR service?
 - If **yes**, continue customizing the service by following the appropriate procedure in this chapter.
 - If **no**, verify that DVR service functions according to the customizations you have made. Go to *Testing DVR Services* (on page 37).

Power Save: Disable the Power Save Feature

This section briefly describes the Power Save feature and provides instructions for using either of the following methods to disable the Power Save feature:

- **Disabling with conditional access** – Using the conditional access method to disable the Power Save feature allows you to disable the feature for an individual DVR. This method is recommended for all set-top types and is required for disabling the Power Save feature on set-tops that use DVR Releases 1.1.6a5 to 1.4.0.
- **Disabling with global access** – Using the global access method to disable the Power Save feature allows you to disable this feature for all DVRs in your system. This method is required for all set-tops that use DVR Release 1.4.2 and later.

What is the Power Save Feature?

The Power Save feature is intended to increase the life expectancy of DVRs. When the Power Save feature is enabled, the SARA client starts monitoring for user activity beginning at 1 a.m. If no activity is detected for 10 minutes, the client displays a message that notifies the subscriber that their DVR will automatically enter power-save mode in 5 minutes.

After the additional 5 minutes elapse with no user activity, the Power Save feature spins down the hard disk drive in the DVR and activates a screen saver feature. (In releases prior to DVR 1.5.2, the Power Save feature behaves differently following 5 additional minutes of inactivity.)

Note: The mechanism used to disable spin down was changed in DVR release 1.4.2. As a result, the spin down feature will be enabled after the upgrade from older DVR releases.

However, if a subscriber is actively using the DVR (for example, presses any key on the remote or any button on the front panel at least once every 2 hours), the set-top will continue to operate normally and the Power Save feature will not activate. Even after powering off the set-top or spinning down the hard drive, scheduled recordings will occur.

Disabling the Power Save Feature

Cisco strongly recommends that you leave the Power Save feature enabled. However, if you have some subscribers who request that the Power Save feature be disabled, we can provide a mechanism for you to disable the feature. Contact Cisco Services for assistance.

Important: Sites using the Pioneer Passport or other resident applications should contact their application vendor for information on how their application allows for hard disk spin down and power saving on the DVR.

Stand-Alone Authorization: Authorize DVRs for Stand-Alone Mode

This section provides a description of the stand-alone mode and summarizes the process that enables and disables a DVR for stand-alone mode. This section also provides instructions for authorizing DVRs for stand-alone mode.

Important: Stand-alone mode is supported in DVR Release 1.5 and later. For more information, refer to *Guide to Using Your Digital Video Recorder in Stand-Alone Mode* (part number 4011416).

What is Stand-Alone Mode?

Stand-alone mode allows subscribers to play DVR recordings without an active connection to a DBDS network. Subscribers who want to use their DVR to watch recordings while away from home will enjoy this feature.

To take advantage of the stand-alone feature, subscribers need their DVR, a TV, and cables to connect the DVR to the TV.

To notify subscribers that the DVR is in stand-alone mode, the SARA client displays the following barker.

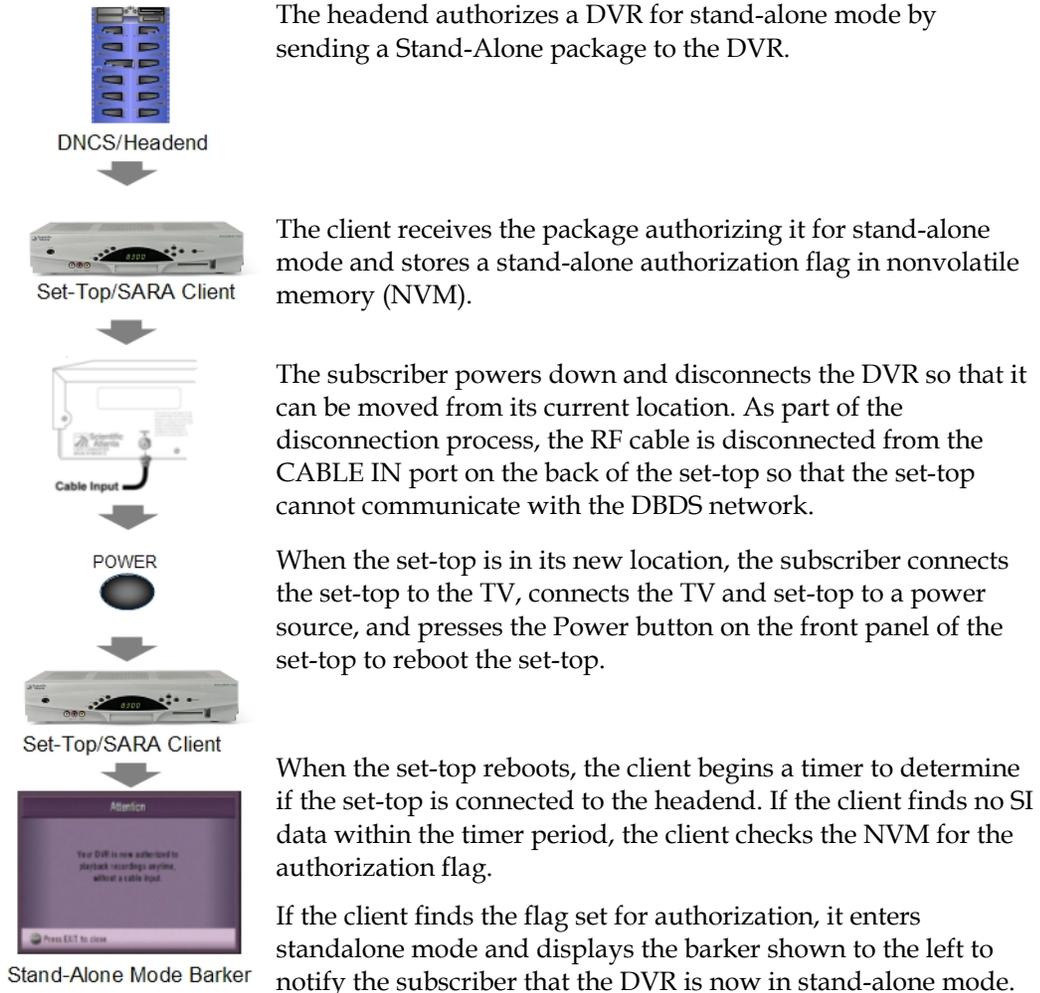


When in stand-alone mode, all DVR controls (such as pause, reverse, and fast-forward) are available for controlling recordings in the Recorded List.

Note: When a DVR is in stand-alone mode and the Guide key is pressed, the SARA client displays a barker indicating that the program guide is unavailable.

How Is Stand-Alone Mode Enabled?

Before a DVR can be placed in stand-alone mode, the set-top must first be authorized for stand-alone mode with a Stand-Alone package from the headend. Once authorized, the absence of system information (SI) data on the forward data channel (FDC) tells the client to enable stand-alone mode for set-tops authorized with the Stand-Alone package.



Note: Whenever the Guide key is pressed and the DVR is in stand-alone mode, the SARA client displays a barker indicating that the program guide is unavailable.

How Is Stand-Alone Mode Disabled?

As described in the following section, the presence of SI on the FDC tells a DVR that has been authorized for stand-alone mode to disable stand-alone mode.



When the set-top has been relocated to its original location, the subscriber makes the proper connections to connect the set-top to home entertainment devices. As part of this process, the following connections are made:

- The RF cable is reconnected to the CABLE IN port on the back of the DVR so that the DVR can communicate with the DBDS network.
- The power cord is connected to an AC power source, which causes the DVR to reboot.

When the set-top reboots, the client begins a timer to determine if the set-top is connected to the DBDS network. If the client finds SI data within the timer period, it checks the network settings for a stand-alone authorization. If the network setting does not match the setting stored in client's NVM, the client synchronizes the NVM stand-alone flag to match the stand-alone authorization as indicated by the network, and then disables the stand-alone mode.

How Do I Authorize a DVR for Stand-Alone Mode?

This section summarizes the process required to authorize a set-top for stand-alone mode. For detailed instructions, start with *Adding a Package to Control Subscriber Access to the Stand-Alone Mode* (on page 31).

- 1 If the service provider offers the stand-alone feature to subscribers separately from other services, add a package for stand-alone authorization to the DNCS. Go to *Adding a Package to Control Subscriber Access to the Stand-Alone Mode* (on page 31).

Important:

- When adding the package, make certain that the package name exactly matches the package name that the billing system uses. Otherwise, the stand-alone feature will not function properly.
 - When offering the stand-alone feature to subscribers, cable service providers may bundle the feature with another package-controlled feature, such as DVR service. If this is the case, you do not need to add a package for stand-alone authorization to the DNCS and can use the DVR package.
- 2 Add a stand-alone service to the SAM. Go to *Adding the Stand-Alone Service to the SAM* (on page 32).

Important: When adding the stand-alone service, you must use **_SCIW** for the short description. Otherwise, the stand-alone feature will not function properly. (SCIW is an abbreviation for Stand-Alone Cabin-In-the-Woods.)

Adding a Package to Control Subscriber Access to the Stand-Alone Mode

This section describes how to add a Stand Alone package to the DNCS.

When offering the stand-alone feature to subscribers, service providers may bundle the feature with another package-controlled feature, such as DVR service. If this is the case, you do not need to add a package for stand-alone authorization to the DNCS because the DVR package can be used to control subscriber access to both DVR service and the stand-alone feature. As a result, you do not need to complete this procedure.

However, if the cable service provider offers the stand-alone feature to subscribers separately from other services, follow this procedure to add a stand-alone package to the DNCS.

Important: If you are authorizing a DVR for stand-alone mode, make certain that you know the package name that your billing system will use to authorize this feature. If you do not know the name, contact your billing system operator to obtain the correct package name.

Adding a Package to Control Subscriber Access to the Stand-Alone Service

- 1 On the DNCS Administrative Console, click the **DNCS** tab and then select the **System Provisioning** tab.
- 2 Click **Package**. The Package List window opens.
- 3 On the **File** menu, select **New**. The Set Up Package window opens.
- 4 Follow these instructions to enter data in the Set Up Package window:
 - **Package Name:** Enter the package name that your billing system uses to enable Stand-Alone authorization. The name that you enter here must exactly match the package name that the billing system uses. Otherwise, the stand-alone feature will not function properly.
Note: If necessary, contact your billing system operator to obtain the correct package name.
 - **Duration:** Leave the default value of **Unlimited**.
- 5 Click **Save**. The Set Up Package window closes and the package you created appears in the Package List window.
- 6 Scroll through the Package Name list and find the new package listed there.
- 7 Select the **Stand-Alone** package.
- 8 Click **File**, and then select **Open**. The Set Up Package window opens for the package you selected.
- 9 Record the number shown in the EID field here: _____

The number shown in the EID field is in hexadecimal format.

- 10 Click **Cancel** to close the Set Up Package window and return to the Package List window.
- 11 Click **File** and then select **Close** to close the Package List window and return to the DNCS Administrative Console.
- 12 Refer to the hexadecimal conversion table in *EID Conversion Table* (on page 55) to convert the EID from hexadecimal format to decimal format, and then write the decimal format of the EID here: _____
- 13 Go to *Adding the Stand-Alone Service to the SAM* (on page 32).

Adding the Stand-Alone Service to the SAM

- 1 On the DNCS Administrative Console, click the **Application Interface Modules** tab.
- 2 Click **SAM Service**. The SAM Service List window opens.
- 3 Click **File** and then select **New**. The Set Up SAM Service window opens.
- 4 Follow these instructions to enter data in the fields of the Set Up SAM Service window:

- **Service Name:** Enter a name for the service, such as **Stand-Alone**.

- **Short Description:** Enter **_SCIW**.

Important: You must enter **_SCIW** for the Short Description. Otherwise, your system will be unable to support stand-alone authorization.

- **Long Description:** Enter a long description for the stand-alone feature, such as **Stand-Alone Authorization**. This information is for your use only. Subscribers will not see the text that you enter here.

Note: You can enter up to 32 alphanumeric characters.

- **Application URL:** Enter **dummyURL;EID=#**, replacing the # symbol with the decimal equivalent of the EID belonging to the Stand-Alone package.

Notes:

- To obtain this number, refer to step 12 of *Adding a Package to Control Subscriber Access to the Stand-Alone Mode* (on page 31).
- Entering this number limits Stand-Alone authorization only to subscribers authorized for the stand-alone package.

- **Logo:** If you have a custom logo that you want to use for this service, enter the logo ID for the desired logo. Otherwise, enter 0 (zero).
- **Parameter:** Click the **Number** option and then enter 0 in the Number field.

- 5 Click **Save** to save the service information in the DNCS database and close the Set Up SAM Service window. The SAM Service List window updates to include the new service with its system-assigned service ID and application URL tag. DVRs are now authorized for stand-alone mode.
- 6 Do you need to customize other aspects of DVR service?
 - If **yes**, continue customizing the service by following the appropriate procedure in this chapter.
 - If **no**, verify that DVR service functions according to the customizations you have made. Go to *Testing DVR Services* (on page 37).

Enable Block Title: Prevent Titles of Recordings Blocked by the Parental Control Feature From Showing

This section describes how to enable the Block Title feature so that the SARA client prevents the titles of recordings that have been blocked by the Parental Control feature from showing in the Recorded List, Scheduled Recordings, and Recorded Program Options screens. When this feature is enabled, the words "Blocked Title" display in these screens instead of the program title.

The factory setting for this feature is disabled. When disabled, DVRs show the titles of programs that have been blocked by the Parental Control feature.

Note: In earlier releases, this setting was configurable from the General Settings menu. In SR 2.7/3.7 and 4.2 and later, this setting is also configurable from the DNCS.

Configuring DVRs to Prevent Titles of Recordings Blocked by the Parental Controls Feature From Showing

Use one of the following methods to enable the Block Title setting. When this setting is enabled, the SARA client prevents the titles of recordings that have been blocked by the Parental Control feature from showing in the Recorded List, Scheduled Recordings, and Recorded Program Options screens:

- **Staging Defaults Method** – Enable the Block Title feature for DVRs that are being staged.
- **Addressable Method** – Enable the Block Title feature for a single DVR.

Using the Staging Default Method to Prevent Titles of Recordings Blocked by the Parental Controls Feature From Showing

- 1 On the DNCS Administrative Console, select the **Server Applications** tab.
- 2 Click **DHCT Config**. The DHCT Configure Prompt window opens.
- 3 Click **Staging Defaults**. The Set Up Staging Defaults window opens with the Base Application tab in the forefront.
- 4 Click the **IPG** tab. The IPG tab comes to the forefront.
- 5 Click to enable the setting **Block Titles of Blocked Programs**.
- 6 Click **Save**. When DVRs are staged, they will function with the Blocked Title feature enabled.

Enable Block Title: Prevent Titles of Recordings Blocked by the Parental Control Feature From Showing

Using the Addressable Method to Enable the Block Title Setting

Important: To complete this procedure successfully, you must have the MAC address of the DVR whose setting you want to enable.

- 1 On the DNCS Administrative Console, select the **Server Applications** tab.
- 2 Click **DHCT Config**. The DHCT Configure Prompt window opens.
- 3 Click **Addressable**. The Set Up Addressable DHCT Configuration window opens with the Base Application tab in the forefront.
- 4 Type the MAC Address in the DHCT MAC Address field.
- 5 Select the **IPG** tab. The IPG tab moves to the forefront.
- 6 On the IPG tab, click to enable the setting **Block Titles of Blocked Programs**. The Block Titles of Blocked Programs box changes from gray to yellow and the setting is shown in bold to indicate that it has been changed from its original setting and that it will be sent to the DVR.

Note: Because all changed settings are sent to the DVR, settings remain in bold even if they are changed back to their original settings.

- 7 Click **Send**. The SARA server sends the new setting to the DVR that you specified.
- 8 Do you need to customize other aspects of DVR service?
 - If **yes**, continue customizing the service by following the appropriate procedure in this chapter.
 - If **no**, verify that DVR service functions according to the customizations you have made. Go to *Testing DVR Services* (on page 37).

3

Testing DVR Services

Introduction

This section describes how to test DVR services on a DVR in your headend to ensure that each service functions according to your customized settings.

In This Chapter

- Before You Begin..... 38
- Quick Steps for Experienced Users 39
- Testing DVR Services 40

Before You Begin

Before you begin, make sure that you have any one of the following for the DVR that you will use to test DVR services:

- MAC address
- IP address
- Serial number

Quick Steps for Experienced Users

Experienced users may prefer to follow these quick steps to test DVR services.

Users who require step-by-step instructions should go to *Testing DVR Services* (on page 40).

- 1 Wait an appropriate amount of time for the system to broadcast channel map and SAM changes to DHCTs before testing DVR services.

Note: Channel map and SAM changes are broadcast to DHCTs on a regular basis according to the setting for the SAM Update Timer. The default time for the timer setting is every 20 minutes. However, you can verify the amount of time your system allows by checking the Update Timer setting in the SAM Configuration window (**DNCS Administrative Console > Applications Interface Modules tab > SAM Config**).

- 2 Provision a DVR in your headend for the DVR service.

Note: To provision a DVR, add the DVR package to the set-top in your headend.

- 3 Verify that the services function appropriately on the DVR you have provisioned by testing each feature you have customized. For a list of customizations to verify, go to *Verifying the Service Setup* (on page 41).

Testing DVR Services

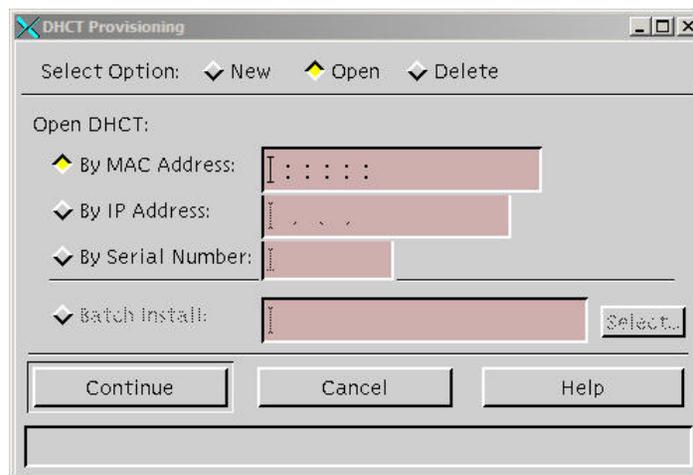
This section provides detailed instructions for each of the following tasks required to test DVR services:

- Provision a DVR for the service as described in *Provisioning a DVR for Services* (on page 40).
- Test the DVR you have just provisioned to ensure that it functions according to your customized behaviors. For details, see *Verifying the Service Setup* (on page 41).

Provisioning a DVR for Services

Follow these instructions to provision a DVR in your headend for all the services you might test: DVR and stand-alone service.

- 1 Is your billing system able to add the packages for the services you are testing to the DVR you are using for testing?
 - If **yes**, ask your billing system to add appropriate packages to the DVR you are using for testing. After the billing system adds the packages, go to *Verifying the Service Setup* (on page 41).
 - If **no**, click the **DNCS** tab on the DNCS Administrative Console.
- 2 Click the **Element Provisioning** tab.
- 3 Click **DHCT**. The DHCT Provisioning window opens, similar to the following example.



- 4 By default, the **Open** and **By MAC Address** options are already selected when you open this window; therefore, click one of the following options, depending on the information you have for the test DVR:
 - If you have the MAC address, click **By MAC Address** and enter the MAC address of the DVR in the field to the right.
 - If you have the IP address, click **By IP Address** and then enter the IP address of the DVR in the field to the right.
 - If you have the serial number, click **By Serial Number** and then enter the serial number of the DVR in the field to the right.
- 5 Click **Continue**. The Set Up DHCT window opens for this DVR.
- 6 Click the **Secure Services** tab.
- 7 Scroll through the Available list and check all new package names.
- 8 Click **Add**. The packages that you selected move into the Selected list.
- 9 Click **Save**. The system updates the DVR to receive the packages and settings in less than a minute.
- 10 Click **Cancel** to close the Set Up DHCT window and return to the DHCT Provisioning window.
- 11 Click **Cancel** to close the DHCT Provisioning window and return to the DNCS Administrative Console.
- 12 Now that you have provisioned the DVR in your headend for the services you want to test, verify that the services function according to your customized behaviors. Go to *Verifying the Service Setup* (on page 41).

Verifying the Service Setup

Follow these instructions to verify that you have successfully set up DVR services.

- 1 Make sure the DVR is connected to the television, as well as to an RF feed into your network.
- 2 Power on the DVR.
- 3 Power on the television.
- 4 To verify that DVR service was successfully enabled, tune to any broadcast TV channel for at least 20 seconds, and then press **Rewind** on the remote control.

Note: For information on using a DVR, refer to *Getting Started With the Explorer 8300 and 8300HD DVR* (part number 4004007) or *Getting Started With the Explorer 8000 and 8000HD DVR* (part number 740246).

- 5 Were you able to rewind to an earlier part of the live TV program?
 - If **yes**, you have successfully enabled DVR service. Go to step 6.
 - If **no**, contact Cisco Services for assistance.

- 6 Did you customize any DVR behaviors?
 - If **yes**, verify that DVR behaviors function according to your customizations. Go to step 7.
 - If **no**, you are finished with this procedure.
- 7 Test the following DVR behaviors to verify that they function according to your customizations:
 - **Recording While Watching Behavior:** Press  on the remote control, or select **Record** from the Quick Settings menu to verify that you can record a currently tuned program.
 - **DVR Channel Display Behavior:** Tune to the DVR channel to verify that the DVR displays the Recorded List screen and not the generic DVR screen.
 - **Custom Logo Behavior (msologonotipg.rle):** Press  to display the Recorded List screen and verify that the cable service provider logo appears in the screen.
 - **Recording Control Behavior:** If you have prevented any service, such as a Music Choice service from being recorded, tune to the channel where the service is broadcast and attempt to record the service. The DVR should prevent you from recording the service and should display the following message: **ATTENTION: Recording feature not available on this channel.**
 - **First Runs Recording Behavior:** Set up the All Episodes feature to record an episode that is being rerun. The DVR should not record an episode that is being rerun.
 - **Power Save Behavior:** Verify that the test set-top remains powered on during any 15-minute period of inactivity that occurs between 1 a.m. and 6 a.m.
 - **Screen-Saver Logo Behavior:** Verify that the cable service provider logo appears on the Screen Saver during any 15-minute period of inactivity that occurs between 1 a.m. and 6 a.m.
 - **Stand-Alone Authorization Behavior:** If the test DVR has no recordings saved in the Recorded List, record some live TV so that a recording is saved to the hard disk drive. Then disconnect the DVR from the DBDS network and reboot it to verify that the Stand-Alone mode screen displays. Verify that you can play a recording while disconnected from the DBDS network.
- 8 Does the DVR services function according to your customized behaviors?
 - If **yes**, you have successfully set up DVR services.
 - If **no**, contact Cisco Services for assistance.

4

Supporting the Hard Disk Drive Test

Introduction

This chapter begins by briefly describing the Hard Disk Drive (HDD) test, the set-top models that support the test, and how to configure the DNCS for the test. This overview is followed by procedures for setting up the DNCS support the HDD test and instructions for verifying that the procedures were performed successfully.

Finally, so that you have an idea of how the HDD test is used, the process that staging technicians use to perform the HDD test is briefly described.

In This Chapter

- What Is the HDD Test? 44
- Setting Up the DNCS to Support the HDD Test 45
- How Do Staging Technicians Use the HDD Test? 52

What Is the HDD Test?

This section briefly describes the HDD test, the set-top models that support the test, and how to configure the DNCS for the test.

Note: The HDD test is an optional feature of the Staging Toolkit that is available in the following DVR releases:

- For Explorer 8000, 8010, 8240, and 8300 – DVR 1.5.2-1404 and later
- For Explorer 8300HDC – DVR 1.5.3-0801 and later

Important! The Staging Toolkit is only available with the Cisco Resident Application (SARA).

For instructions on using the Staging Toolkit, refer to *Explorer® Digital Home Communications Terminal Staging Guide* (part number 734375).

The HDD test allows staging and installation technicians to determine the health of hard drives in the following set-top models:

- Explorer 8000 and 8000HD
- Explorer 8240 and 8240HD
- Explorer 8300 8300HD, and 8300HDC

What DNCS Changes Are Required to Support the HDD Test?

As the following procedure summarizes, to support the HDD test, an HDD Test server must be added to the BFS. In addition, a file that contains hard-drive performance specifications (testparam.cfg) must be placed on the BFS HDD Test server so the file can be broadcast to set-tops. Without this file, set-tops are unable to complete the HDD test.

The testparam.cfg file is located in the DNCS directory /dvs/resapp/Tools. The file is installed during the CD installation of set-top software. If you did not install the set-top software using a CD, or if this file is not present, contact Cisco Services.

Setting Up the DNCS to Support the HDD Test

Quick Steps for Experienced Users

The following steps summarize the tasks required to set up the BFS to support the HDD test. Experienced users may prefer to follow this summary.

Users who require step-by-step instructions should go to *Adding an HDD Test Server to the BFS* (on page 46).

Important Note for Multiple-Site (RCS-Enabled) Systems: Manually setting up any BFS server or source must be done for the "AllSites" site only and not for any other individual sites in your system. Otherwise, the server and source will fail.

- 1 Add a server with the following characteristics to the **Servers** tab of the **BFS Administration** window.

- Server Name: **hddtest**

Important: This field requires a specific entry. You must enter **hddtest** in lowercase letters in this field. Otherwise, set-tops will not receive the testparam.cfg file.

- Selected Sources: **Out of Band**

Important: Multi-site (RCS-enabled) systems must add the server to only the Site AllSites Administration window. Adding a server to the BFS Administration window of individual sites and to the Site AllSites Administration window causes the server to fail.

Note: To define these characteristics, display the Authorize BFS Server window by following the quick path for your system configuration:

- **Single-site systems:** DNCS Administrative Console > Application Interface Modules tab > BFS Admin > Servers tab > File > New
- **Multi-site systems:** DNCS Administrative Console > Application Interface Modules tab > BFS Admin > File > All Sites > Servers tab > File > New

- 2 Register the server with the BFS Client by adding a server with the following characteristics to the **Broadcast File Server List** window.

- Server Name: **hddtest**
- Mode: **2-way**
- Selected Sources: **Out of Band**

Important: Multi-site (RCS-enabled) systems must add the server to only the All Sites Broadcast File Server List window. Adding a server to the Broadcast File Server window of other individual sites and to the All Sites Broadcast File Server List window prevents the system from setting up a server.

Note: To define these characteristics, display the Set Up Server window by following the quick path for your system configuration:

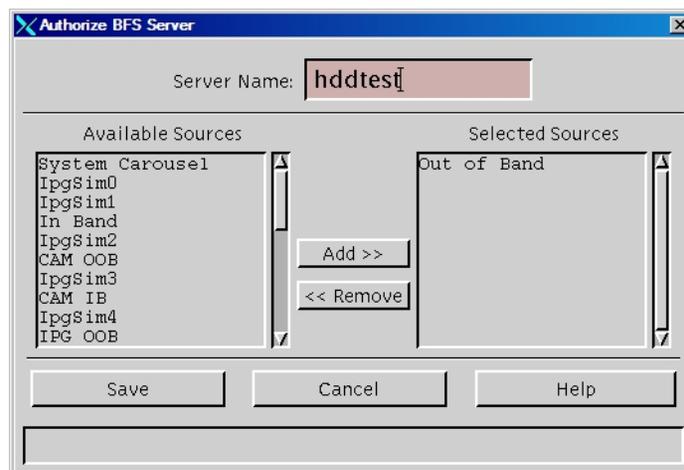
- **Single-site systems:** DNCS Administrative Console > Application Interface Modules tab > BFS Client > File > New Server
 - **Multi-site systems:** DNCS Administrative Console > Application Interface Modules tab > BFS Client > File > All Sites > File > New Server
- 3 Add the **testparam.cfg** file to the hddtest server in the BFS Client window.

Adding an HDD Test Server to the BFS

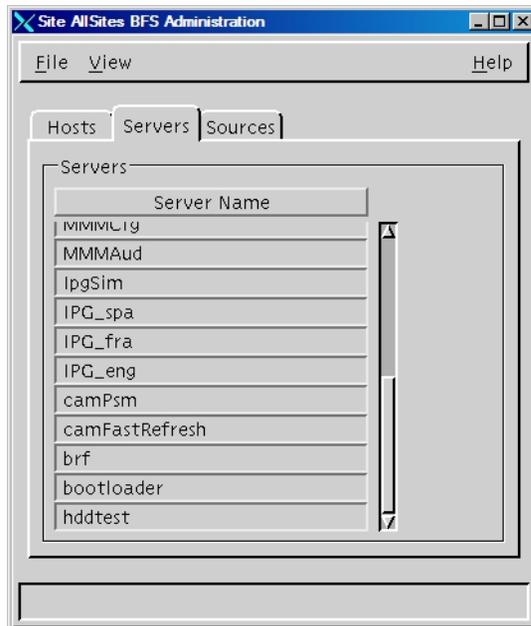
Note: This procedure can be used for systems that support multiple sites (RCS-enabled) or single sites.

- 1 On the DNCS Administrative Console, select the **Application Interface Modules** tab.
- 2 Click **BFS Admin.** Choose one of the following options:
 - **For single-site systems,** the Site DNCS BFS Administration window opens. Click **File** and select **All Sites**.
 - **For multiple-site (RCS-enabled) systems,** the Please Select a Site window opens.
- 3 Select the **Servers** tab.
- 4 Click **File** and select **New**. The Authorize BFS Server window opens.
- 5 Enter the following data into the fields of the Authorize BFS Server window:
 - In the Server Name field, enter **hddtest**.
 - From the Available Sources list, select **Out of Band**.
 - Click **Add**.

Result: The Authorize BFS Server window is configured as shown in the following example.



- 6 Click **Save** to save your changes and close the Authorize BFS Server window. The HDD Test server has been added to the BFS. As a result, the hddtest server shows in the Server Name list, similar to the following example.



- 7 Click **File** and select **Close** to close the window.
- 8 Continue setting up the BFS to support the HDD Test by registering the HDD Test server with the BFS client. Go to *Registering the HDD Test Server with the BFS* (on page 49).

Verify That the HDD Test Server Is Successfully Set Up

This section provides instructions for using a local DVR with an HDD that is known to be in good working order to verify that the HDD Test server has been set up successfully. During this process, you are instructed to load the HDD test on a local DVR and then run the HDD test on the DVR. A successful result indicates that the HDD Test server has been set up correctly.

Before You Begin

Before you begin, make certain that the DVR you intend to use meets the following specifications:

- For Explorer 8000, 8010, or 8300 DVRs – DVR 1.5.2-1404 or later is installed on the DVR.
- For Explorer 8300HDC DVRs – DVR 1.5.3 or later is installed on the DVR.
- The DVR is connected to your DBDS network.
- The HDD is known to be in good operating order.

Quick Steps for Experienced Users

The following steps summarize the tasks required to verify that the HDD Test server has been set up successfully. Experienced users may prefer to follow this summary.

Users who require step-by-step instructions should go to *Verifying the Success of the HDD Test Server* (on page 48).

- 1 Reboot a DVR in your headend that meets the following specifications:
 - For Explorer 8000, 8010, or 8300 DVRs – DVR 1.5.2-1404 or later is installed on the DVR.
 - For Explorer 8300HDC DVRs – DVR 1.5.3 or later is installed on the DVR.
 - The DVR is connected to your DBDS network.
 - The HDD is known to be in good operating order.

Result: When the DVR reboots, the SARA client reads the testparam.cfg file, finds the appropriate entry for the DVR type, obtains the HDD performance specifications for the DVR type, and stores this data in nonvolatile memory (NVM).

- 2 Activate the Staging Toolkit, and then press the **LAST** key three times to start the HDD test utility. When the HDD test is complete, **PASS** appears in the DVR display to indicate that the HDD meets performance specifications. If PASS does not appear and you are confident that the HDD is in good operating order, contact Cisco Services for assistance troubleshooting the HDD Test server.

Verifying the Success of the HDD Test Server

- 1 Select a DVR in your headend that meets the following specifications:

- For Explorer 8000, 8010, or 8300 DVRs – DVR 1.5.2-1404 or later is installed on the DVR.
 - For Explorer 8300HDC DVRs – DVR 1.5.3 or later is installed on the DVR.
 - The DVR is connected to your DBDS network.
 - The HDD is known to be in good operating order.
- 2 Reboot the DVR that you selected in step 1. When the DVR reboots, the SARA client does the following:
 - Reads the testparam.cfg file.
 - Finds the appropriate entry for the DVR type.
 - Obtains the HDD performance specifications for the DVR type.
 - Stores this data in nonvolatile memory (NVM).

Note: After the HDD test has been downloaded to the DVR, the HDD test utility can be run without a DBDS network connection.

- 3 Place the remote in Cable mode by pressing the  key on the remote control. The CBL key blinks red when pressing it to indicate that it is in Cable mode.
- 4 Press and hold the **Pause** key on the remote control until the message indicator () on the DVR blinks.
- 5 While the message indicator blinks, quickly press the  key to activate the Staging Toolkit.

Note: To activate the Staging Toolkit, you must press the  key while the message indicator is blinking. The message indicator blinks for about 13 seconds.

- 6 When the DVR display changes from displaying the time to displaying the EMM count (for example, E-00) the Staging Toolkit is active.
- 7 Press the **Last**  key three times to start the HDD test utility. The DVR display alternately flashes **hdd** and **diAg** while the HDD test utility runs. The test takes only a few minutes to complete.
- 8 Does **PASS** appear on the DVR display?
 - If **yes**, you have verified the success of the HDD Tests server. Press the  key to exit the HDD test utility. As the utility exits, the front panel LED shows four dashes (----) and the set-top reboots.
 - If **no**, the HDD test utility is not functioning as expected. Contact Cisco Services for assistance troubleshooting the HDD test utility.

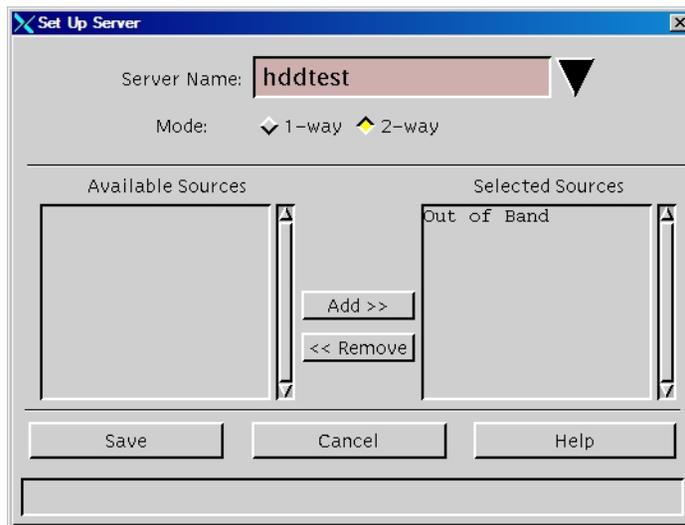
Registering the HDD Test Server with the BFS

Note: This procedure can be used for systems that support multiple or single sites.

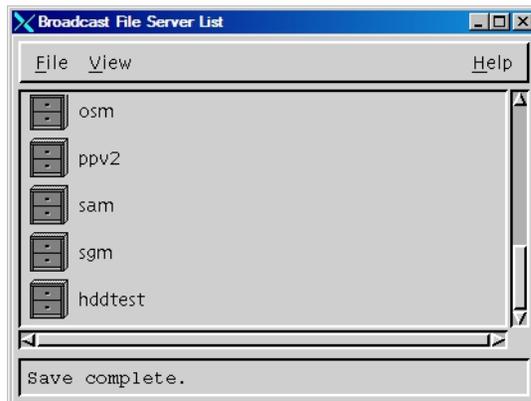
- 1 On the DNCS Administrative Console, select the **Application Interface Modules** tab.
- 2 Click **BFS Client**. Choose one of the following options:

- For **single-site systems**, the Broadcast File Server List window opens. Click **File** and select **All Sites**.
 - For **multiple-site (RCS-enabled) systems**, the Please Select a Site window opens.
- 3 Click **File** and select **New Server**. The Set Up Server window opens.
 - 4 Enter the following data into the fields of the Set Up Server window:
 - Click the Server Name arrow and select **hddtest**.
 - Click the **2-way** Mode option.
 - From the Available Sources list, select **Out of Band**.
 - Click **Add**.

Result: The Set Up Server window is configured as shown in the following example.



- 5 Click **Save** to save your changes and close the Set Up Server window. The hddtest server has been registered with the BFS. As a result, the hddtest appears in the Broadcast File Server List, similar to the following example.



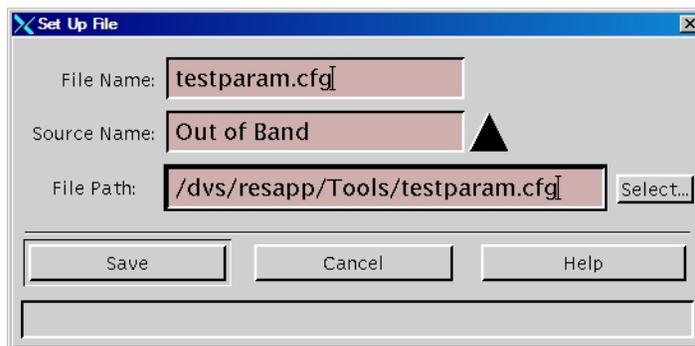
- 6 Finish setting up the BFS to support the HDD Test by placing the HDD Performance Specification file on the HDD Test server. Go to *Placing the HDD Performance Specification File on the HDD Test Server* (on page 51).

Placing the HDD Performance Specification File on the HDD Test Server

Note: This procedure can be used for systems that support multiple or single sites.

- 1 In the Broadcast File Server List window, double-click the **hddtest** server. The hddtest server opens to show its contents.
- 2 Click **File** and select **New File**. The Set Up File window opens.
- 3 Follow these instructions to enter data into the fields of the Set Up File window:
 - Click in the File Name field and type **testparam.cfg**.
 - Click the Source Name arrow and select **Out of Band**.
 - Click in the File Path field and type **/dvs/resapp/Tools/testparam.cfg**.

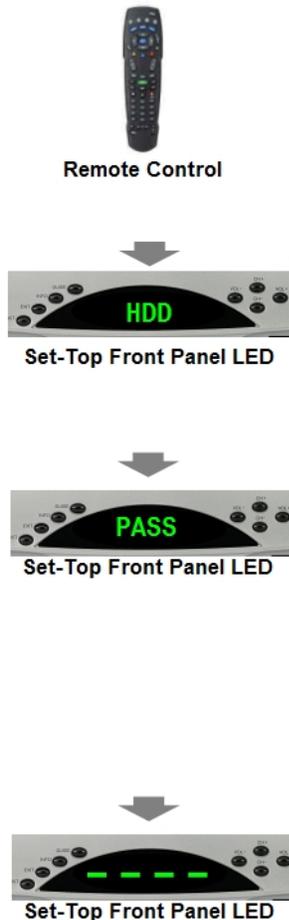
Result: The Set Up File window is configured as shown in the following example.



- 4 Click **Save** to save your changes and close the Set Up File window. The HDD Performance Specification file is placed on the HDD Test server. As a result, the testparam.cfg file appears beneath the open hddtest server.
- 5 Click **File** and select **Close** to close the Broadcast File Serve List window. You have successfully set up the BFS to support the HDD Test.
- 6 Go to *Verify That the HDD Test Server Is Successfully Set Up* (on page 48) to verify that the BFS supports the HDD test.

How Do Staging Technicians Use the HDD Test?

After the DNCS has been configured to support the HDD test, technicians use the Staging Toolkit to run the HDD test utility and determine the health of the set-top hard-disk drive. The following figure summarizes the process technicians follow.



When a DVR is returned from the field, a staging technician presses a sequence of keys on the remote control that turns on the Staging Toolkit.

After the Staging Toolkit is active, the technician presses the **Last**  key three times to start the HDD test utility.

The HDD test utility begins a test that determines whether the hard drive is able to process a certain amount of data within a time limit. While the test is in progress, the front panel alternately flashes **hdd** and **diAg** while the HDD test utility runs. The test takes only a few minutes to complete.

When the HDD test is complete, the result of the test is shown on the front panel of the set-top.

- Hard drives that meet performance specifications show **PASS** on the front panel display.
- Hard drives that do not meet performance specifications show a **four-digit failure code** on the front panel display.

Note: A code of **FF9B** indicates that the testparam.cfg file has not been placed on the BFS HDD Test server or that the drive failed.

After the test is complete, a technician may choose to reformat an HDD that has failed by pressing the  key three times. When the HDD is reformatted, all previous recordings are erased and cannot be restored.

Technicians exit the HDD test utility by pressing the  button. When exiting, the front panel LED shows four dashes (----) and the set-top reboots.

Note: For instructions on using the HDD test to determine the health of a set-top hard disk drive, refer to *Explorer® Digital Home Communications Terminal Staging Guide* (part number 734375).

5

Customer 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.

Access your company's extranet site to view or order additional technical publications. For accessing instructions, contact the representative who handles your account. Check your extranet site often as the information is updated frequently.

A

EID Conversion Table

Introduction

The Entitlement ID (EID) allows you to control whether subscribers are authorized for a service. When you create a package, the system displays the EID in a hexadecimal format. To use the EID as part of a SAM service to authorize a service, you must enter the EID as a decimal value. Use the conversion table in this appendix to convert the EID to a decimal value.

In This Appendix

- Converting a Package EID from Hexadecimal to Decimal 56

Converting a Package EID from Hexadecimal to Decimal

- 1 After you determine the DHCT package EID, use the following table to locate the EID in the **HEX** column.
- 2 Then, locate the corresponding decimal value in the **DEC** column.

For example, if the package EID is **1f**, the decimal value is **31**.

HEX	DEC														
0	0	20	32	40	64	60	96	80	128	a0	160	c0	192	e0	224
1	1	21	33	41	65	61	97	81	129	a1	161	c1	193	e1	225
2	2	22	34	42	66	62	98	82	130	a2	162	c2	194	e2	226
3	3	23	35	43	67	63	99	83	131	a3	163	c3	195	e3	227
4	4	24	36	44	68	64	100	84	132	a4	164	c4	196	e4	228
5	5	25	37	45	69	65	101	85	133	a5	165	c5	197	e5	229
6	6	26	38	46	70	66	102	86	134	a6	166	c6	198	e6	230
7	7	27	39	47	71	67	103	87	135	a7	167	c7	199	e7	231
8	8	28	40	48	72	68	104	88	136	a8	168	c8	200	e8	232
9	9	29	41	49	73	69	105	89	137	a9	169	c9	201	e9	233
a	10	2a	42	4a	74	6a	106	8a	138	aa	170	ca	202	ea	234
b	11	2b	43	4b	75	6b	107	8b	139	ab	171	cb	203	eb	235
c	12	2c	44	4c	76	6c	108	8c	140	ac	172	cc	204	ec	236
d	13	2d	45	4d	77	6d	109	8d	141	ad	173	cd	205	ed	237
e	14	2e	46	4e	78	6e	110	8e	142	ae	174	ce	206	ee	238
f	15	2f	47	4f	79	6f	111	8f	143	af	175	cf	207	ef	239
10	16	30	48	50	80	70	112	90	144	b0	176	d0	208	f0	240
11	17	31	49	51	81	71	113	91	145	b1	177	d1	209	f1	241
12	18	32	50	52	82	72	114	92	146	b2	178	d2	210	f2	242
13	19	33	51	53	83	73	115	93	147	b3	179	d3	211	f3	243
14	20	34	52	54	84	74	116	94	148	b4	180	d4	212	f4	244
15	21	35	53	55	85	75	117	95	149	b5	181	d5	213	f5	245
16	22	36	54	56	86	76	118	96	150	b6	182	d6	214	f6	246
17	23	37	55	57	87	77	119	97	151	b7	183	d7	215	f7	247
18	24	38	56	58	88	78	120	98	152	b8	184	d8	216	f8	248
19	25	39	57	59	89	79	121	99	153	b9	185	d9	217	f9	249
1a	26	3a	58	5a	90	7a	122	9a	154	ba	186	da	218	fa	250
1b	27	3b	59	5b	91	7b	123	9b	155	bb	187	db	219	fb	251
1c	28	3c	60	5c	92	7c	124	9c	156	bc	188	dc	220	fc	252
1d	29	3d	61	5d	93	7d	125	9d	157	bd	189	dd	221	fd	253
1e	30	3e	62	5e	94	7e	126	9e	158	be	190	de	222	fe	254
1f	31	3f	63	5f	95	7f	127	9f	159	bf	191	df	223	ff	255

Index

A

- adding DVR package to DNCS • 3
- adding DVR package to SAM • 5
- adding DVR service to channel maps • 7
- authorize DVR for stand-alone • 30

B

- BFS
 - adding an HDD test server to • 46
 - registering the HDD test server with • 49
- block title • 34

C

- cabin in the woods • See stand-alone authorization
- channel display, DVR • 12, 19
- channel maps, add DVR package to • 7
- conditional access • 2
- conditional access (package) method • 2
- convert EID to decimal • 56
- custom DVR behaviors • 12
- custom logo for DVR screens • 12
- customer service • 53

D

- disk drive test • 43
- DNCS
 - add DVR package to • 3
 - add FRDA package to • 25
 - add stand-alone package to • 31
 - changes required for HDD test • 44
 - setting up to support HDD test • 45
- DVR channel display • 12, 19

E

- EID conversion table • 55
- enabling DVR service • 1

F

- first run

- filtering • 23
- first run data available package • See FRDA
- recording • 12, 21
- setting up, task overview • 23
- first runs recording option • 12, 21
- FRDA • 23
 - add package to DNCS • 24
 - add service to SAM • 25
 - described • 12, 24

G

- global DVR method • 2

H

- hard disk drive test • 43
- hexidecimal to decimal conversion • 56

L

- logos
 - for DVR screens • 12
 - for screen-saver • 12

N

- NOPVR • 17

O

- open access method • 2

P

- package method • 2
- parental controls, block recording of blocked titles • 34
- power save feature • 12, 26
- prevent DVR from showing blocked titles • 12, 34
- prevent subscribers from recording service • 12, 17
- product support • 53
- provision DVR for services • 40

Q

- quick settings menu, record from • 12, 16

R

recording

- from quick settings menu • 12, 16

- prevent subscribers from • 12, 17

- recording • 12, 21

- rerun feature support, checking for • 21

S

SAM service

- add DVR package to • 5

- add stand-alone package to • 32

- adding FRDA package to • 25

- screen-saver logo • 12

- service setup, verifying • 41

- stand-alone authorization • 28

- add package to SAM • 32

- disable • 30

- enable • 29

- what is it • 12, 28

T

- technical support • 53

- testing services • 37

- title block • 12, 34



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

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

This document includes various trademarks of Cisco Systems, Inc. Please see the Notices section of this document for a list of the Cisco Systems, Inc. trademarks used in this document.

Product and service availability are subject to change without notice.

© 2007, 2012 Cisco and/or its affiliates. All rights reserved.

September 2012 Printed in USA

Part Number 4011411 Rev B