



# Recommendations for IPG Events that Exceed 150 Minutes

## Overview

### Introduction

Some IPG events that are longer than 150 minutes in duration, if not configured correctly, can cause the IPG to display overlapping and graphical errors. Subscribers who use the IPG to find programs when these errors occur might see their set-tops reboot.

### Purpose

This document provides recommendations that you can use to communicate with your IPG provider so that your subscribers no longer experience set-tops rebooting from the overlapping and graphical errors on the IPG.

### Scope

This possible error affects all set-top models and can occur on every DNCS system release that uses the SA Application Server.

### Audience

This document is for personnel who are responsible for communicating configuration information to their IPG providers. Cisco Services engineers may also find the information in this document helpful.

### Related Publication

You may find the *Interactive Program Guide for Explorer Digital Home Communications Terminal User's Guide* (part number 717865) useful as a resource when you implement the procedures in this document.

### Document Version

This is the second release of this document.

# Recommendations

The following table shows our recommendations for IPG events that are longer than 150 minutes in duration.

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<b>IPG Event Duration</b>	<b>Duration Resolution</b>	<b>Next Event</b>
From 151-300 minutes	5-minutes	Compute the start time for the next event with a 5-minute boundary
Longer than 300 minutes	15-minutes	Compute the start time for the next event with a 30-minute boundary

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Please communicate this information to your IPG provider so that they can amend the configuration for these events.

# Examples

## Example 1

Event Details:

- The event begins at 2:00 p.m. and ends at 4:43 p.m.
- The event duration is 163 minutes

Because the duration for this event falls within the 151 to 300-minute range, we recommend the following:

- Use a 5-minute resolution
- Have the IPG provider set the event to end at a time:
  - That is greater than the end time of the event
  - That falls on the 5-minute mark on the clock

**For this example:** Set the end time of the event to 4:45 p.m., 4:50 p.m., or 4:55 p.m.

## Example 2

Event Details:

- The event begins at 9:00 a.m. and ends at 3:50 p.m.
- The event duration is 410 minutes

Because the duration for this event is greater than 300 minutes, we recommend the following:

- Use a 15-minute resolution
- Have the IPG provider set the event to end at a time:
  - That is greater than the end time of the event
  - That falls on the 15-minute mark on the clock

**For this example:** Set the end time of the event to 4:00 p.m., 4:15 p.m., or 4:30 p.m.

For Information

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### 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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