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# Operations Alert Bulletin

## Muting Issues with the GQAM and GoQAM Modulators

### Background

The Cisco® GQAM and GoQAM modulators have four RF output ports that support 16 QAM-channel frequencies. Occasionally, a site may have data or telephony devices (like cable modems) configured to use one of these frequencies. Under such a scenario, system operators can mute the specific GQAM or GoQAM frequency in order to eliminate interference between the modulator and the data or telephony device.

Cisco engineers have recently discovered that if a soft reset is performed upon a GQAM or GoQAM modulator with a muted frequency, the muted frequency becomes un-muted until the modulator reboots. This action introduces interference with the data or telephony device.

**Note:** Soft resets are performed from the DNCS GUI, a craft port command (using a laptop), or from the front panel of the GQAM or GoQAM modulator.

### Recommendation

Cisco recommends that system operators configure their sites so that data and telephony devices do not share frequencies with any of the QAM-family of modulators.

For sites that chose to configure data or telephony devices to use one of the 16 QAM-channel frequencies, Cisco offers the following recommendation concerning resets of a GQAM or GoQAM modulator: reset your GQAM or GoQAM modulator with a hard reset, rather than a soft reset. The GQAM or GoQAM modulator will not un-mute previously muted frequencies during the hard reset.

**Note:** A hard reset is accomplished by either unplugging (and then re-plugging) the GQAM or GoQAM modulator or by toggling the on/off switch.

## About This Bulletin

A future release of GQAM and GoQAM software will correct this issue. This code is currently being tested in Cisco laboratories. Change Request (CR) 60961-02 tracks this issue.

# About This Bulletin

## Audience

This document is intended for operators of Cisco's DBDS. Cisco engineers who help operators manage and troubleshoot their systems may also find the contents of this document to be useful.

## Scope

This document pertains to sites that deploy Cisco's GQAM or GoQAM modulators that support the following code versions:

- Version 1.2.6, as well as all previous 1.2.x versions
- Version 3.1.6, as well as all previous 3.1.x versions

**Note:** The condition described in this document does not pertain to any other type of Cisco modulator.

## Document Version

This is the second release of this document.

## For More 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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