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CISCO ™

December 2007

Operations Alert Bulletin
Session Synchronization Between the
DNCS and SDV Servers

Background

There are several scenarios under which system operators may need to re-initialize communications between the Switched Digital Video (SDV) server and the session resource manager (SRM) subsystem of the Digital Network Control System (DNCS). This document describes two of those scenarios and provides a recommendation for system operators on the proper way to re-initialize communications.

- One scenario involves those occasions when the system operator has removed the persistdata file (/opt/sdb/persistdata/sdbserver00) from the SDV server. After deleting the persistdata file from the SDV server, the system operator should next tear down old shell sessions on the DNCS, of which the SDV server is no longer aware. Otherwise, the SDV server will request new shell sessions from the DNCS, which will conflict with existing sessions. The DNCS will not be able to honor these new shell session requests because they conflict with existing sessions.

  Important: Our engineers do not recommend removing the persistdata file from the SDV server.

- Another scenario occurs when all the SDV shell sessions are torn down on the DNCS. All SDV servers will request new shell sessions simultaneously when they detect that the SRM subsystem of the DNCS has been restarted, thereby overloading the DNCS.

In most cases, restarting the SDV servers will re-initialize communications between the SDV server and the DNCS. The restart of the SDV servers, however, needs to be performed in a specific sequence in order to avoid subjecting the DNCS to unusually heavy load conditions. In *Recommendation* (on page 2), we offer two methods for restarting the SDV servers.

Recommendation

Our engineers recommend that system operators use one of the following methods to restart their SDV servers:

- System operators should restart and log on to an SDV server. Then, access the Bandwidth Configuration window and scroll across to the **Preallocation** field. Wait until the **Preallocation** field displays **Complete** for each service group. Then, restart and log on to the next SDV server and repeat the process.

  Note: This is the method that our engineers prefer.

- Alternatively, system operators can restart SDV servers one at a time, and wait about 5 minutes between restarting one server and the next.

By following either of these methods, the DNCS SRM and SDV Manager subsystems should have sufficient time to process the high volumes of provisioning and session data, and neither subsystem will be overworked.

About This Bulletin

Audience

This document is intended for system operators of the Digital Broadband Delivery System (DBDS) who support the SDV feature. Engineers who help system operators troubleshoot and maintain their systems will also find this document useful.

Document Version

This is the second release of this document.

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.

April 2012   Printed in USA   Part Number   4023789 Rev B