



Operations Alert Bulletin

Recommended Operational Changes to Ensure Clear-to-Air Content is Viewable

Background

Prior to application platform software versions High Definition 1.6.0 (HD 1.6.0) and Digital Video Recorder 1.5.2 (DVR 1.5.2), set-tops would display clear-to-air content without package authorizations. Recent software changes have resulted in a new behavior in which a subscriber would no longer be able to view a clear-to-air source associated with a package, unless the set-top is authorized for a package containing that source.

For subscribers to view clear-to-air content associated with a package, a package authorization for the source is now necessary; otherwise, when the subscriber tunes to the channel, a Not Authorized barker displays.

Recommendations

Prior to upgrading your application software versions to HD 1.6.0 or DVR 1.5.2, Cisco recommends running a new script: the *clearsepackage* script. This script identifies all broadcast clear-to-air sources with segments associated to a package. Cisco recommends that all segments for broadcast clear-to-air sources be deleted.

The script is located on the Cisco Services FTP server. Instructions to run this script are provided in *Run the clearsepackage Script* (on page 4).

Important! If you need assistance in running the script, contact Cisco Services.

To allow sources associated with packages to be made available to all set-tops and QAM tuner devices for a period of time, use one of the following methods:

Method 1

- A segment for the source remains encrypted and is assigned to an existing common package, such as video-on-demand (VOD) or brick packages. This does not allow QAM tuner devices to view the content.

Note: A common package is defined as a package that is authorized for the entire set-top population.

Recommendations

- Change the source from encrypted to unencrypted to allow QAM tuner devices to view the content.

Method 2

- Use a limited segment to authorize the content in a common package. A limited segment within a package controls the beginning and ending of the promotion. There would be a time limitation of 9999 minutes and QAM tuner devices would still be unable to view the content.

Note: The time limitation of 9999 minutes is approximately 6.9 days.

- Change the source from encrypted to unencrypted to allow QAM tuner devices to view the content.

About This Bulletin

Audience

This document is written for system operators who use Cisco's DNCS. Cisco engineers may also find this document to be useful.

Related Publications

You may find the *DNCS Online Help* useful as a resource when you implement the procedures in this document.

Document Version

This is the second release of this document.

Run the clearsegpackage Script

- 1 Open an xterm window on the DNCS.
- 2 Type **chmod 755 clearsegpackage.sh** and press **Enter**. This command creates an executable file.
- 3 Type **./clearsegpackage.sh>clearsegpackage.out** and press **Enter**. The file creates the clearsegpackage.out file.
- 4 Type **more clearsegpackage.out** and press **Enter** to view the file. The following example displays a sample output of the script.

sourceid	segmentname	pkg_name
952	TEST1UNL	ENG
952	TEST1UNL	MULTIR
953	TEST2UNL	00550
953	TEST2UNL	ENG
953	TEST2UNL	MULTIR
1173	MTV2	00653
1173	MTV2	02702
1173	MTV2	02703
1173	MTV2	02705
1173	MTV2	02706
1173	MTV2	02707
1173	MTV2	02708
1173	MTV2	02711
1173	MTV2	02800
1173	MTV2	ENG
1173	MTV2	MULTIR
1223	CIHF_UNL	ENG

- 5 Choose one of the following methods to display content:
 - For **broadcast clear-to-air** content, use the output of the script and delete the segments.
 - For **setting up promotional** content, follow the **Recommendations** section in this alert bulletin.

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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