



Motorola Webinar

Question and Answer Sections **From Live DAC 4.0 Webinar Series:**

1. Release Dates & Hardware/Software Requirements
2. Channel Maps & Channel Lineup
3. Reports
4. Services
5. Billing System
6. Free Preview
7. Database
8. Tools
9. MIB Support
10. General

Release Dates & Hardware/Software Requirements

Q. When will it be released?

A. It will be available for GA the end of the 2nd quarter 2008.

Q. When will this version be rolled out and will a field tech be onsite to install?

A. This release will be available at the end of Q2 2008. A field tech on-site to help with the install is an option.

Q. When will 4.0 be released for lab use?

A. It will be available for lab trials at the end of Q1 2008.

Q. Is any DAC version upgradable to 4.0?

A. You must upgrade from 3.1-7 to go to 4.0.

Q. When do you expect the release of 4.0 and does it require a new H/W platform?

A. They require 2.7, 3.0, 3.6 GHZ or greater.

Q. Does the DAC still need to be on the Bohemith Hardware? Is it just a marketing thing to make us think if it is BIG it is worth more. I want to rack mount my DAC.

A. We have a rack mount version now and plan to offer one with the next HW version as well.

Q. Is this upgrade done by an FE and how long does it take (with no spare)?

A. Yes, upgrades can be done by an FE. The time of the upgrade will depend on how large your database currently is.

Q. What Linux distribution is RADD using now?

A. If you are running RADD 2.0 for Linux it uses SUSE 9.0 SP3.

Q. Does this build still reside on SUSE Server? Does it have a desktop?

A. Yes, its SUSE 9.0 SP3. It has a standard X interface.

Q. What is the security on telnet connections?

A. Recommend use of ssh instead of telnet

Channel Maps & Channel Lineup

Q. About channel map creation, is now possible create them with no vinculation to zones (downstream plants)?

A. Channel maps are associated to downstream distribution points (OM, IPM, etc). In turn these devices are assigned to plants.

Q. Will this capture updates to the map, even if they are not built i.e., you can track user1 that updated the map and user 2 that built the map?

A. Yes, the audit trail will track everything separately.

Q. Are VCM deletes still restricted by having STB's assigned to that map so they can't be deleted?

A. Yes.

Q. Where is the "UNDO" button?

A. This feature is not currently implemented. My recommendation would be to do a backup prior to configuration change and a restore if you do not like the results.

Q. I'm confused on Defined Channel - What is the purpose?

A. The purpose of user defined channels is to allow channel information to be defined in the channel map without reacquiring the definition of a DAC service / dummy IRT.

Q. Is there any way to assign the same channel map to both the Legacy OOB plant and a DSG Plant?

A. Yes that will work.

Q. Is there a way to sync lineups to packages or must they be done separately?

A. Must be done manually. We wanted to allow as much flexibility as possible.

Q. Will Steve be showing how to send down a said channel map to a cable card customer and send down a different said map to the DCH boxes on the account?

A. This feature is not currently supported in any version of DAC.

Q. With 4.0, can I move set tops between downstream plants or VCMs easily?

A. We are beginning to split downstream plants to accommodate OCAP and ETV guide. You could export out the terminals you want to move. Then if you know what you are moving and what you need to change you could edit the xml file with the new values and import the changed file back into the DAC.

Reports

Q. To create customized reports, Motorola will provide a data model schema, or any other similar thing?

A. Templates are available for all reports. They are expressed in field choices and criteria choices. The field choices include all available data columns and the criteria includes all the query choices.

Q. Can reports still be run from the Linux command line (as they can be in 3.1)?

A. No, the old reports are no longer supported.

Q. When a report is saved, do others have access, such as TRC etc?

A. Yes. All saved reports are available to all users.

Q. Will generating any of these reports slow down the DAC?

A. The new report system does not lock the database tables and should not interfere with normal DAC operations.

Q. Is there a report that shows the DCT series with the assigned services?

A. Yes, I assume you mean authorized services.

Q. U a means unit address....the "ua" report is the unit address report. It is very taxing on the cpu. Will it be less taxing on the cpu?

A. Improvements were made in DAC 4.0 with respect to report impacts on the system. The reports no longer create locks and the database now has a row level locking ability instead of full data page. In addition, reports can read locked data as well.

Q. On 3.1 DAC it is the report called: Terminals - Readable unit address. It usually over loads the DAC stopping all billing transactions.

A. Improvements were made in DAC 4.0 with respect to report impacts on the system. The reports no longer create locks and the database now has a row level locking ability instead of full data page. In addition, report can read locked data as well.

Services

Q. Has there been any change with the number of packages a service can be in?

A. No, still 6 packages for 1 service. This is a set top protocol issue, not a DAC issue.

Q. Can services now be added to more than six packages?

A. No, we are still at a limit of 6 packages.

Q. When you were adding services to a set top, you clicked the "SELECT ALL" button. If I didn't want them all, could I select multiple items (holding the ctrl key down)?

A. You can select multiple items with the CTRL key or you can use the SHIFT key to select items all together.

Q. Can I export services/maps from one DAC to another?

A. Yes.

Q. Is it possible in DAC 4.0 to select multiple items at same time from a list?

A. Example was given Monday of adding ALL services to a set top -- there is a Select ALL button.

Q. Can I select 5 of 10 by holding the CTRL key down, or something similar?

A. Yes you can select multiple items using the CTRL key. You can also use the Shift key to select a bunch of rows that are all in a row.

Q. When STB's are moved between DAC's, do all auths move also?

A. Yes

Q. Is there a search function for Sources and Services so we can find a source/service faster without having to scroll down to find it?

A. Yes, you can use the filter button to search for a specific service or source.

Q. Can you change a service from internally to externally provided without having to completely rebuild the channel?

A. No, the service has to be deleted and added back. This can be done without having to change the channel map.

Q. Can we do location level packaging of a service so one service can be in different packages depending on the location?

A. Not currently supported.

Q. TV cable Ecuador has five packages created in DAC 6000, in this new version can I list for these packages?

A. Yes, you can view a list of packages and their components. At times when NASRAC works with sites that have SEMs, the service locations will start being worked on while the FE/PE works on adding Input MPEGs.

Q. With the new system adding routing automatically does it mean that the service locations will not be able to be added until the input MPEGs are present in the SEM?

A. Yes, the services are dependant on the input MPEGs. The equivalent in 4.0 would be to use import feature and define the services locations ahead of time and import them when ready.

Billing System

Q. Under Terminal Authorizations, does it just list services or does it contain packages also?

A. Packages are there too. Packages are prefixed with Pkg. Resource are prefixed with Rsrc and services are prefixed with Svc.

Q. Can you answer the question on what changes will be made to the billing interface?

A. No changes for general 4.0 interface, however there may be for some of the specific features like household ID support.

Q. Regarding data - will there be a way to mass add or delete by file instead of bsi (terminals)?

A. No mass delete, but terminals can be added via import.

Q. Will 4.0 support the Serial Portserver for BSI comms?

A. Yes that works the same way as previous versions.

Q. Are there any wirelink protocol differences between DAC 3.1 and DAC 4.0? Will DAC 4.0 continue to support RS232 wirelink connections?

A. There are changes to support the household ID feature. If you are not using this feature you can continue to use your wirelink with the old spec with out problems. The serial rs232 ports are still supported.

Free Preview

Q. Can you set up free previews for a subset of converters or based on packages or is it always universal?

A. It can be setup for one or more locations, or a location for a single service.

Q. Are there specific versions of SEM and MPS software needed to support the use of the Free Preview option?

A. No

Q. Can you bulk un-encrypt by provider? Example, un-encrypt all show time services for free preview?

A. No, this still needs to be done on a service by service basis.

Database

Q. Will this version allow you to schedule DAC maintenance (script 5)?

A. No

Q. Is db maintenance automated in this release?

A. No it is not.

Tools

Q. Does 4.0 come with tools to query DCT's similar to what Ed Tool used to do in 2.70? Can you ask again with more details?

A. the terminal reports offer a lot of flexibility for querying DCT information.

MIB Support

Q. If there is a problem with a sem or device is off line where do you see that information?

A. Alarm summary, event log, configuration screen.

Q. MIBS - How will this work with the SDM. Will the traps to the SDM or directly to the LMC spectrum servers?

A. SDM 4.0.1 will support MIBS for the DAC - Any MIB browser can view the DAC MIB Info.

Q. How does the DAC under 4.0 now interface with the SDM and NPT for SNMP Traps? Does it forward to a 3rd party software?

A. The SDM can forward traps to a 3rd party destination via its Northbound Interface. The SDM can specify up to 4 destinations in which to forward traps. SDM 4.0.1 will support DAC 4.0.

General

Q. How do you know when you should click on "OK" instead of "Apply" when making changes?

A. Ok always navigates back to list view and apply stays on current screen. Both save changes.

Q. Currently we can only delete one event at a time. Can you delete multiple events with 4.0? I would think you could check off a whole of events at once now.

A. Areas where software was rewritten you can delete multiple items. Areas that are not new work as before. This can be determined when a check box exists above the list implying select all.

Q. Will user authentication be changed in DAC 4.0? Can we use Radius or Tacacs to authenticate users into the DAC?

A. We do not currently support remote authentication.

Q. Is there a dev_log?

A. Same as before, only now operation level events are displayed in the event log via the event viewer. The dev log is intended for development level information. where is the "UNDO" button. This feature is not currently implemented. My recommendation would be to do a backup prior to configuration change and a restore if you do not like the results.

Q. The files in general, so, this is the method to export, then make changes, then import to make changes to the headend configuration?

A. The zip file contains multiple files related to the data exported. If you want to change data before importing into a DAC you only need to edit the xml file.

Q. Is there a limit or recommendation regarding the number of simultaneous users logged in?

A. No.

Q. Are we going to have the ability to access multiple DACs at the same time? Firefox supports tab windows, is it feasible to have a DAC connection per Firefox tab or are we limited on one connection at a time?

A. Absolutely you can have one DAC per tab in Firefox.

Q. Is Code Download going to be reviewed?

A. No, it has not changed.

Q. Is DAC 4.0 a prereq. for switched digital?

A. No, Switched digital is supported in 3.1.1-12, our latest release.

Q. Can you set a user's password to expire after a give period of time?

A. No, this is not a feature of DAC 4.0 and must be manually changed.

Q. With DAC 4.0, those of us who use 132-window or X-window to run real time log files (BSI Logger File) or dev_log file - how will we execute those tasks if we are moving away from the X-window environment?

A. Yes, the 132-window can still be viewed.

Q. Can you get command line access through the web interface remotely?

A. No this isn't supported.

Q. Will we be covering how to set up polls of all kind?

A. No, polling pretty much works the same in 4.0 as in previous versions. You get the added functionality of the new gui such as date dropdowns. But the options and scheduling works the same.

Q. Is there any way to change the Program Provision between Internally and Externally Generated/Supplied? Why is this not an option?

A. No, this could be a future feature.

Q. Can I do Devices Streams and Periodiocs as on operation with the appropriate spacing in time.

A. Nothing has changed in this area.