



# Release Notes for Cisco QAM Gateway Manager for Release 1.1

---

**April 4, 2005**

The Cisco QAM Gateway Manager is a PC-based graphical user interface (GUI) element management application to be used with Cisco uMG9850 QAM Modules installed in Cisco Catalyst 4500 Series switches. This SNMP-based Java application is used for basic configuration, monitoring, and troubleshooting, and also includes hierarchical views of devices and their components, as well as a Telnet interface to the managed devices.

This document describes system and software requirements, hardware and software support, known limitations, and available documentation for Cisco QAM Gateway Manager, Release 1.1.



Tip

---

Use this document online. This document provides hyperlinks to related documents and websites.

---

## Contents

These release notes discuss the following topics:

- [System Requirements, page 2](#)
- [New and Changed Information, page 4](#)
- [Limitations and Restrictions, page 5](#)
- [Caveats, page 5](#)
- [Related Documentation, page 6](#)
- [Obtaining Documentation, page 6](#)
- [Documentation Feedback, page 7](#)
- [Cisco Product Security Overview, page 8](#)
- [Obtaining Technical Assistance, page 8](#)
- [Obtaining Additional Publications and Information, page 10](#)



---

Corporate Headquarters:  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2005 Cisco Systems, Inc. All rights reserved.

## Document History

Document Version	Date	Notes
1	10/01/2004	This document was first published for Cisco QAM Gateway Manager Release 1.0
2	004/04/2005	This document was updated to Release 1.1 to support features in Cisco IOS Release 12.2(20)EU

# System Requirements

This section describes the system requirements for Cisco QAM Gateway Manager, Release 1.1.

## Minimum System Requirements

[Table 1](#) lists the minimum system requirements for Cisco QGM running on the Microsoft Windows platform.

*Table 1 Microsoft Windows System Requirements*

Specification	Requirement
Processor	600 MHz
Operating system	Microsoft Windows 2000 or XP
Available disk space	50 MB
Memory	256 MB

## Determining the Software Version

The software version can be determined by choosing **Help > About** in the Cisco QGM application.

## Upgrading to a New Software Release

Cisco QAM Gateway Manager runs in a Java environment. The application and the necessary Java components are bundled together and can be downloaded without charge from Cisco.com.

## Downloading and Starting Cisco QAM Gateway Manager

To download the Cisco QAM Gateway Manager application from Cisco.com:

- 
- Step 1** If you are currently running a version of Cisco QAM Gateway Manager, close the application.



**Note** When installing a new version of Cisco QAM Gateway Manager, any version of the application that is in the default directory is uninstalled automatically. If you use a directory different from a previous installation, an additional application is installed.

- Step 2** Access the Cisco QGM installation file from the following URL:  
<http://www.cisco.com/cgi-bin/tablebuild.pl/qam-gateway>
- Step 3** Click on the executable (.exe) file. InstallShield loads and presents a welcome screen. Click **Next**.
- Step 4** Read and accept the End User License Agreement and click **Next**. (If you do not agree to the terms of the agreement, click the non-acceptance button to end the installation.)
- Step 5** Accept the default installation directory or click **Browse** to select another one. Click **Next**.
- Step 6** Click the **Create desktop icon** button if you want a shortcut to the application to appear on your desktop. Click **Next**.
- Step 7** Read the summary information and confirm by clicking **Install**. If the information is not accurate, click **Back** to make corrections or **Cancel** to stop the installation process.
- Step 8** The application is installed and a successful install screen is displayed. Click **Finish** to complete the process.
- Step 9** Start Cisco QAM Gateway Manager by clicking on the shortcut icon on your desktop or by choosing **Start > Programs > Cisco Systems > Cisco QAM Gateway Manager**.

## Supported Hardware and Software

Table 2 on page 3 lists the hardware and software supported by Cisco QGM, Release 1.1.

Table 2 Supported Hardware

	Product Number	Description	Minimum Software Release	Notes
Cisco Catalyst Switches	WS-C4503	Cisco Catalyst 4503 switch chassis	12.2(20)EU	
	WS-C4506	Cisco Catalyst 4506 switch chassis	12.2(20)EU	
	WS-C4507R	Cisco Catalyst 4507R switch chassis	12.2(20)EU	
Cisco uMG9850 QAM Module	WS-X4712-UMG9850	Annex B QAM card for Cisco Catalyst 4500 series switches	12.2(20)EU	Used in Cisco Catalyst 4503, Cisco Catalyst 4506, and Cisco Catalyst 4507R switches

# New and Changed Information

This section describes new or changed information in Cisco QAM Gateway Manager Release 1.1.

## Digital Broadcast

In this release Cisco QAM Gateway Manager now supports the following key features for delivering digital broadcast services:

### Multicast Sessions

This feature enables the Cisco uMG9850 to receive video streams via IP multicast.

Each digital broadcast program is typically delivered to all STBs in a cable system. Multiple QAM channels are allocated for digital broadcast programs, and each QAM channel is electrically split for delivery to each service group. In order to use the IP network most efficiently, digital broadcast programs are multicast by the statistical multiplexer (or other video source) to the Cisco uMG9850. The Cisco uMG 9850 uses the multicast group address, and source address of each multicast session to route each incoming program to the correct QAM channels. The relationship between the multicast group address and QAM channel is predetermined by user commands on the Cisco uMG9850 module.

### MPTS Pass-Through

This feature causes an MPTS session to be passed through to the selected QAM channel.

Digital broadcast services are typically delivered in an MPTS from a statistical multiplexer (or other video source) to the Cisco uMG9850. The Cisco uMG9850 passes the MPTS through to the STBs without multiplexing the video streams. The Cisco uMG9850 may update the PCR or TSID information in the MPTS as necessary to output a valid transport stream. The Cisco uMG9850 outputs the MPTS on one or more QAM channels based on the UDP port map (for unicast sessions) or multicast group address (for multicast sessions) of the incoming stream.

### Stream Cloning

This feature provides a way to clone (map) a video stream to several or all QAM channels on a Cisco uMG9850. cloning is useful for digital broadcast services when the QAM channels are not electrically split for delivery to all service groups.

Multicast streams can be cloned to QAM channels on multiple Cisco uMG9850s, while unicast streams can be cloned to QAM channels on a single Cisco uMG9850.

## New MIBs

This release supports the following new MIB:

CISCO-VIDEO-NETWORK-EXT-MIB

# Limitations and Restrictions

There are no limitations or restrictions in this release.

## Caveats

### Open Caveats—Release 1.1

This section describes occasional nonstandard behavior in Release 1.1.

- CSCef34620

If the same IP address is assigned to multiple vlans, the message “Unknown error occurred while configuring video routing parameters on ip address xxx.xxx.xxx” is displayed. To correct this condition, change the VLAN configuration so that a separate IP address is used for each VLAN.

- CSCeg45778

When a switch is loading a new Cisco IOS image or resetting while in chassis view, the chassis view window may not be completely drawn and may not show all installed modules. If, after three minutes, the chassis view screen is not completely drawn, exit then restart Cisco QAM Gateway Manager to display all modules.

### Resolved Caveats—Release 1.1

This section describes caveats that are resolved in Release 1.1.

- CSCee58090

After changing the Ethernet switchport status from **switchport** to **routed** in the Ethernet Port view, the VLAN field remains populated, and an IP address cannot be set.

- CSCef30501

When the “Save to startup configuration” check box is selected when Simple Network Management Protocol (SNMP) is configured, all changes are automatically written to the startup configuration for that device. If an error occurs as the result of writing to the startup configuration, the user is not notified with an error message.

- CSCef60969

When the Add Device operation fails, the error dialog box cannot be closed by clicking **OK**.

- CSCef61175

In Ethernet Port view and the Configure VLAN dialog box, the Ethernet subnet mask is shown incorrectly.

- CSCef68768

There may be intermittent failures when using Cisco QAM Gateway Manager to copy a startup configuration from a device to a TFTP server or download a startup configuration from a TFTP server to a device.

- CSCef69783  
In QAM Channel view, the Network Information Table (NIT) Packet ID (PID) shows the value 65535 if the NIT-PID is not configured.
- CSCef72917  
When using Cisco QAM Gateway Manager, the Cisco uMG9850 output power range is limited to 42 to 55 dBmV. The range should include the range of 45 to 58 dBmV for the situation in which only one QAM is enabled.

## Related Documentation

The following documentation provides information relating to installing, configuring, and operating the Cisco uMG9850 QAM Module, Cisco Catalyst 4500 series switches, and Cisco QAM Gateway Manager.

### Cisco uMG9850 QAM Module

For information related to the Cisco uMG 9850 QAM Module:

<http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9850/index.htm>

### Cisco Catalyst 4500 Series Switches

For information related to Cisco Catalyst 4500 series switches:

<http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/index.htm>

### Cisco QAM Gateway Manager

For information related to Cisco QAM Gateway Manager:

<http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/cqgm/index.htm>

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<http://www.cisco.com/go/marketplace/>

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:  
<http://www.cisco.com/en/US/partner/ordering/>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

## Documentation Feedback

You can send comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)
- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.



## Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



### Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

---

This document is to be used in conjunction with the documents listed in the “[Obtaining Documentation](#)” section.

CCSP, CCVP, the Cisco Square Bridge logo, Follow Me Browsing, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Access Registrar, Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StrataView Plus, TeleRouter, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0502R)

Copyright © 2005 Cisco Systems, Inc. All rights reserved.

