



Cisco uMG9850 QAM Module Compatibility Matrix

March 3, 2004

This publication contains information on the Cisco platforms and software versions that support the Cisco uMG9850 QAM Module (model number WS-X4712-UMG980). The Cisco uMG9850 is a switching module for Cisco Catalyst 4500 series switches that allows cable operators to deliver Video-on-Demand (VoD) services to their subscribers.

[Table 1](#) lists the Cisco Catalyst switches and configuration options that support the Cisco uMG9850, and the Cisco Catalyst switching modules and SFP modules that are compatible with the Cisco uMG9850. The minimum Cisco IOS software release required to support the Cisco uMG9850 and compatible hardware is also provided.

Table 1 *Cisco uMG9850 QAM Module Hardware Compatibility Matrix*

	Product Number	Description	Minimum Software Release	Notes
Cisco Catalyst Switches	WS-C4506	Cisco Catalyst 4506 switch chassis	12.1(20)EU	
	WS-C4507R	Cisco Catalyst 4507R switch chassis	12.1(20)EU	
Supervisor Engine	WS-X4515	Cisco Catalyst Supervisor Engine IV	12.1(20)EU	



Table 1 Cisco uMG9850 QAM Module Hardware Compatibility Matrix (Continued)

	Product Number	Description	Minimum Software Release	Notes
Power Supplies	PWR-C45-1000AC	1000 W AC power supply	12.1(20)EU	For either switch chassis, can be configured with up to three Cisco uMG9850 QAM Modules. With four or five modules inserted, the 1400W (AC or DC) power supply must be used.
	PWR-C45-1000AC/2	Redundant power supply	12.1(20)EU	Can be configured along with the 1000 W AC power supply.
	PWR-C45-1400DC-P	1400 W DC power supply	12.1(20)EU	For either switch chassis, can be configured with up to five Cisco uMG9850 QAM Modules.
	PWR-C45-1400DC-P/2	Redundant power supply	12.1(20)EU	Can be configured along with the 1400 W DC power supply.
	PWR-C45-1400AC	1400 W AC power supply	12.1(20)EU	For either switch chassis, can be configured with up to five Cisco uMG9850 QAM Modules.
	PWR-C45-1400AC/2	Redundant power supply	12.1(20)EU	Can be configured along with the 1400 W AC power supply.
Switching Modules	WS-X4148-RJ	48-port 10/100 Fast Ethernet RJ-45 switching module	12.1(20)EU	
	WS-X4306-GB	6-port 1000BASE-X (GBIC) Gigabit Ethernet switching module	12.1(20)EU	
SFPs	GLC-SX-MM=	1000BASE-SX SFP	12.1(20)EU	
	GLC-LX-SM=	1000BASE-LX SFP	12.1(20)EU	
	CWDM-SFP-XXXX=	Cisco CWDM SFP	12.1(20)EU	XXXX=wavelength

Related Documentation

User Documentation

The latest information is always online. To view or print an online document in its original format, click the PDF icon. You can also order printed copies of many documents. See [Ordering Documentation, page 5](#).

To find online user documentation (PDF and HTML formats), go to the following URL:

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

**Tip**

To navigate to the next higher level in the documentation hierarchy, click on CONTENTS in the navigation bar at the top of each page.

Cisco uMG9850 QAM Module Documentation

Quick Start Guide

The quick start guide describes how to install a Cisco uMG9850 QAM Module in a Cisco Catalyst 4500 series switch. You can find this quick start guide at the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9850/9850qsg.htm>

Software Feature Module

The software feature module provides additional detailed configuration information specific to the Cisco uMG9850 QAM Module.

You can find this document at the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9850/9850fm.htm>

Cisco uMG9850 Release Notes

Product release notes provide the most current information that is specific to a release of the Cisco uMG9850 QAM Module, including important notes, limitations and restrictions, and caveats.

You can find this document at the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9850/9850rn.htm>

Regulatory Compliance and Safety Information

The Regulatory Compliance and Safety Information document provides essential safety information applicable to your Cisco Catalyst 4500 series switch and Cisco uMG9850 QAM Module. This document contains multiple-language translations of the safety warnings that appear in this quick start guide.

You can find this document at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/hw_doc/78_13233.htm

Cisco Catalyst 4500 Series Switches

Technical documentation for Cisco Catalyst 4500 series switches provide complete installation and configuration information about the Cisco Catalyst 4500 series switches.

You can find these documents at the following URL:

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

Release Notes

Cisco IOS release notes for Cisco Catalyst 4500 series switches provide up-to-date information about Cisco IOS software releases used on Cisco Catalyst 4500 series switches.

You can find these documents at the following URL:

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

Cisco IOS Software Documentation

Master Index to Software Documentation

The master index provides links to topics and commands for each Cisco IOS software release. This includes configuration guides, command references, release notes, new feature documentation, and system error messages.

You can find master indexes at the following URL:

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

Cisco SFP Documentation

Cisco SFP documentation provides additional installation information for Cisco SFP modules.

Cisco CWDM GBIC and CWDM SFP Installation Note can be found at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/gbic_sfp/gbic_doc/78_15222.pdf

Installation Note for Catalyst 4000 Family Small Form-Factor Pluggable Modules can be found at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/inst_nts/78_14550.pdf

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 on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/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/index.shtml>

- 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 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to 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.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

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

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

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

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

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case 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 listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—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.

Priority 2 (P2)—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.

Priority 3 (P3)—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.

Priority 4 (P4)—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. Go to this URL to visit the company store:

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

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *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 online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. 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>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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