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Number: SG TAB 06-001

To: All System III Users

System III DRL3 Line Card Software v1.70/v1.71 Issue

This is to inform you that an issue exists with the SG-DRL3-STD line card version 1.7x software release. Under certain conditions the line card may continue to receive signals but not output properly to automation.

A new version has been released to correct this issue, version 1.72. This new software will prevent the line card from receiving signals if an error occurs, busy out the line card and generate a trouble condition.

If you have upgraded your SG-DRL3-STD line cards to version 1.70 or v1.71, you are required to upgrade the line card software to the new version 1.72 release. Instructions on how to get the software and upgrade are included on the second page of this bulletin.

If you are running an older version of software and would like to upgrade, please contact the SG support team to determine your best course of action.

We apologize for any inconvenience this may have caused.

Please contact the SG Field Support team at 905-760-3000, or send an email to info@dsc.com or tech@dsc.com if you have any questions.

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Upgrade Procedure:

1. The new version 1.72 software is available on the DSC FTP site. Contact the SG Field Support team at 800 503 5869 (Canada/US) or 905 760 3000 (International) to get a password.

Note: If you are presently using Low R-Bus speed on your System III receiver, please contact the SG Field Support Team before making any changes to the system.

Note: The status of the R-Bus speed can be verified using the Single Options Feature on the System III console software (Option 21, value [00] = Low R-Bus speed, value [56] = High R-Bus speed). If using High R-Bus speed, proceed to step 2.

2. Download the software from the FTP site and upgrade the line cards. SG Field Support technicians will be available to assist with this procedure.

Note: Once upgraded the line cards will continue to receive and process signals normally during this upgrade procedure, however a cold boot must be performed on each line card after upgrading the software to ensure sustained proper operation.

3. After performing a cold boot on each line card, reload the Options File and the DNIS Class Editor File (DNIS Table) to each line card

Note: It is recommended to cold boot and re-program one line card at a time as to minimize any effect on the receiver's ability to continue receiving and processing signals during the upgrade process.

Note: A cold boot can be performed using a debug cable or from the LCD screen of the System III.

4. Once the line cards have been re-programmed, use the print log on the System III Console software to verify that all cards are receiving signals. Also verify that signals are being received by the automation software.