Database Evaluation Service
ARRIS Global Services

SERVICE BENEFITS:

- **Improved performance** – the removal of unnecessary information and optimization of code download and STB messaging results in improved system performance such as faster STB code download
- **Reduced OpEx** – optimized STB messaging reduces polling time, STB warehousing time, and installer in-home time; elimination of references to unused hardware minimizes troubleshooting time and expense and also minimizes effort required for plant splits and migrations
- **STB monetization** – identifying STB serial number discrepancies between the DAC 6000 and billing system allows for the recovery of STBs incorrectly thought to be active so that they can be returned to revenue-generating status; reviewing user permissions ensures STB authorizations can only be modified by authorized users

SERVICE OVERVIEW:

The DAC 6000 provides secured access control for digital video distribution systems. Based on a robust PC platform, DAC 6000 system elements manage a powerful relational database system. Over time, headend elements, upstream and downstream plants, video services, data services, code download objects, and Set-top Boxes (STBs) are added, modified, and deleted from various plants. As a result, physical elements may be removed from the video distribution system while the corresponding virtual elements remain in the DAC 6000 database. These orphaned elements can result in unnecessary memory, hard drive, and CPU utilization as well as needless OAM&P and ALOHA communication, causing less than optimal system performance.

The ARRIS Database Evaluation Service provides a careful analysis and correction of the cable operator's DAC 6000 database inconsistencies, improving the performance of the access control subsystem. ARRIS provides experienced personnel, tools, and processes to perform an evaluation that focuses on the performance of this key server.

Service Deliverables

The deliverables of this evaluation will be the modification of the DAC 6000 database and file system along with a report of optional actions that can be taken by the cable operator to realize additional improvement opportunities. Any changes to the DAC 6000 will first be agreed upon by the cable operator and ARRIS during the planning phase of the project. The ARRIS expert staff will perform an analysis in some or all of the following areas, depending on the needs of the customer:

- Identify headend devices configured in the DAC but not accessible on the OAM&P network
- Remove unused RPDs and STBs assigned to them
- Identify STB discrepancies between the billing system and the DAC
- Correct one-way and telco STBs with improper configuration (e.g. Interactive and IPPV enabled)
- Evaluation of whether SVOD authorization can be incorporated into VOD vendor authorizations
- Identify end-of-life STBs
- Review and optimize code download configurations
- Remove unscrambled analog services from packages
- Remove unused analog and digital services
- Remove past history data which is no longer operationally necessary
- Remove non-essential files
- Review DAC access and user permissions for remote users

Assumptions and Prerequisites

This list of assumptions and pre-requisites is not intended to be exhaustive. Prior to the commencement of services, ARRIS will inform the customer of any additional responsibilities necessary for the performance of the services.

Assumptions

- ARRIS and the customer will provide a single point of contact for the project
- ARRIS will provide services only for the work described in the agreed-upon Statement of Work
- ARRIS and the customer will agree upon which modifications and deletions that can be performed by ARRIS and what discrepancies should only be reported to the customer without modifications being made

Prerequisites

The customer will:

- Work with an ARRIS Account Manager to determine the scope of the evaluation and the number of DAC 6000 servers on which ARRIS will be contracted to perform evaluation(s)
- Provide all necessary documentation, including but not limited to network diagrams, IP addresses, authorized users, billing system STB data, and STB inventory data

Database Evaluation Service

To order these services, contact your sales representative.

ORDERING INFORMATION	
Part Number	Description
476666-057-00	Database Evaluation Service

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