

AT&T SportsNet & ROOT SPORTS - XOS IRD Migration

Frequently Asked Questions
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Frequently asked questions

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Introduction

In most cases, you will receive your complete set of downlink equipment in one shipment. You will receive a shipment notification from Harmonic with the expected ship date prior to the equipment being shipped.

Based on the subscription report from AT&T SportsNet & ROOT SPORTS, Harmonic will provide you with sufficient number of XOS IRDs to continue receiving the output transports you are currently receiving with current IRDs.

Separate analog decoder(s) can be provided to sites currently using analog output of your IRDs.

Where can I find installation documentation?

Detailed step-by-step guides to install, configure and activate the new XOS IRDs are available on the Harmonic AT&T SportsNet & ROOT SPORTS Affiliate Documentation Portal: <https://www.harmonicinc.com/documentation/att-rsn/>.

These guides will include the following:

- Full user guide and datasheet for the XOS IRD
- Step-by-step instructions on setting up the new XOS IRD
- Analog Decoder set up instructions
- Racking and wiring instructions

How do I get started?

This section serves as an overview of how to install and configure your new XOS IRDs. Please refer to the **Quick Start Guide** and the full **User Guide** for the detailed instructions.

The AT&T SportsNet & ROOT SPORTS XOS IRDs come with the default management IP address of 192.168.1.200. It is recommended that during the initial configuration of the new XOS IRDs, they are built on an isolated network to avoid inadvertent impact to your production equipment. You can use the default IP address to setup the XOS IRD base configurations. If you would like to change the default IP addresses, refer to the AT&T SportsNet & ROOT SPORTS XOS User Guide for instructions. If you do plan to migrate the new equipment into your existing IP infrastructure, you can make the subsequent transition to your core network simpler by utilizing your existing IP addressing scheme during this initial configuration step. Please decide if this new AT&T SportsNet & ROOT SPORTS IRD system is an isolated network or if it needs to be integrated into your site's larger network.

 When you unpack each carton, pay special attention to any additional item packed within, including the front bezel, the four ASI adapter cables, power cords/supplies, and critical mounting hardware. Do not discard or recycle cartons without **fully** unpacking them.

Make sure to do the following:

- Securely install each XOS IRD per the installation instructions. The best practice is to provision 1RU spacing, especially if your facility has marginal cooling.



- Do not apply or connect power to XOS servers initially. Please follow the steps per the Quick Start Guide.
- Note the channels designated for each XOS IRD (each unit is licensed for a particular set of AT&T SportsNet & ROOT SPORTS channels).

- The management GigE port is No. 1 (left-most) of four Ethernet ports that are together beneath the ASI card and left of the VGA connector.
- Power on XOS IRD 1 and configure it as described in the Quick Start Guide.
- Test XOS IRD 1 for video as described in the Quick Start Guide.

Repeat these steps for any remaining XOS IRDs.

- ✓ It is recommended the affiliate confirm the new XOS IRDs produce the expected services at their outputs, and they are the same as the corresponding IRDs they are replacing. The affiliates should perform validation tests with downstream devices (groomers or modulators) to confirm streams from the new XOS IRDs perform the same as your current IRDs. Maintenance window(s) should be considered for certain tests as service interruption may occur. If any anomalies are observed, engage the Harmonic support team to help with resolving the discrepancy. Once all functionalities, interfaces and services are validated, the services can be cut-over to the new XOS IRDs.

What about satellite downlink?

- ⚠ The XOS IRD has only the RF Input 1 enabled. The remaining RF inputs are disabled, do not use them.

Satellite modulation parameters used for RF Input 1:

Galaxy 17 at 91.0°W / TP17C

- Local oscillator frequency = 5.15 GHz
- Carrier frequency = 4040 MHz
- Symbol rate = 30.00 MSPS
- Polarization = Horizontal
- Spectrum inversion = Normal
- Modulation = 8PSK
- FEC = 5/6
- Allocated frequency = 36 MHz
- Pilots = On
- Pls code = 0
- Roll Off = 20%

What about service authorization and testing?

Once your XOS IRDs have been installed and configured, contact Encompass Technical Support for authorization:

- by phone: 678-245-7601 or 678-421-6604
- by email: atltoc@encompass.tv

XOS IRD authorization occurs over-the-air. Once authorized, verify XOS IRD output, then interop testing with downstream devices. If you need to use your production equipment as part of interop testing, we recommend the testing be conducted during maintenance windows. Confirm all channels, formats and interfaces are fully functional.

What about the cut-over services?

- Once all services and interfaces have been validated, you should plan to cut over services to the new XOS IRDs.
- We recommended the legacy equipment be left running, or retained in cold-standby mode for a period of time, if still within the dual-illumination period.
- At the end of dual-illumination, the legacy IRDs can be decommissioned.

Where do I get help?

For Affiliate Survey, XOS IRD fulfillment, XOS IRD installation and initial configuration support:

Harmonic Professional Services Phone: (408) 490-6521, 7 a.m. to 4 p.m. Pacific Time, Monday through Friday

Email: ATT-RSN-HELP@harmonicinc.com

Enable remote connectivity for support:

To quickly assist you in resolving issues during the transition, as well as after you have put the new XOS IRDs into production operation, Harmonic recommends enabling remote access to the XOS IRD.

Please refer to the steps listed below.

 The Harmonic Transition Support team and the Technical Assistance Center (TAC) utilize remote assistance software to aid in the diagnosis of all product lines.

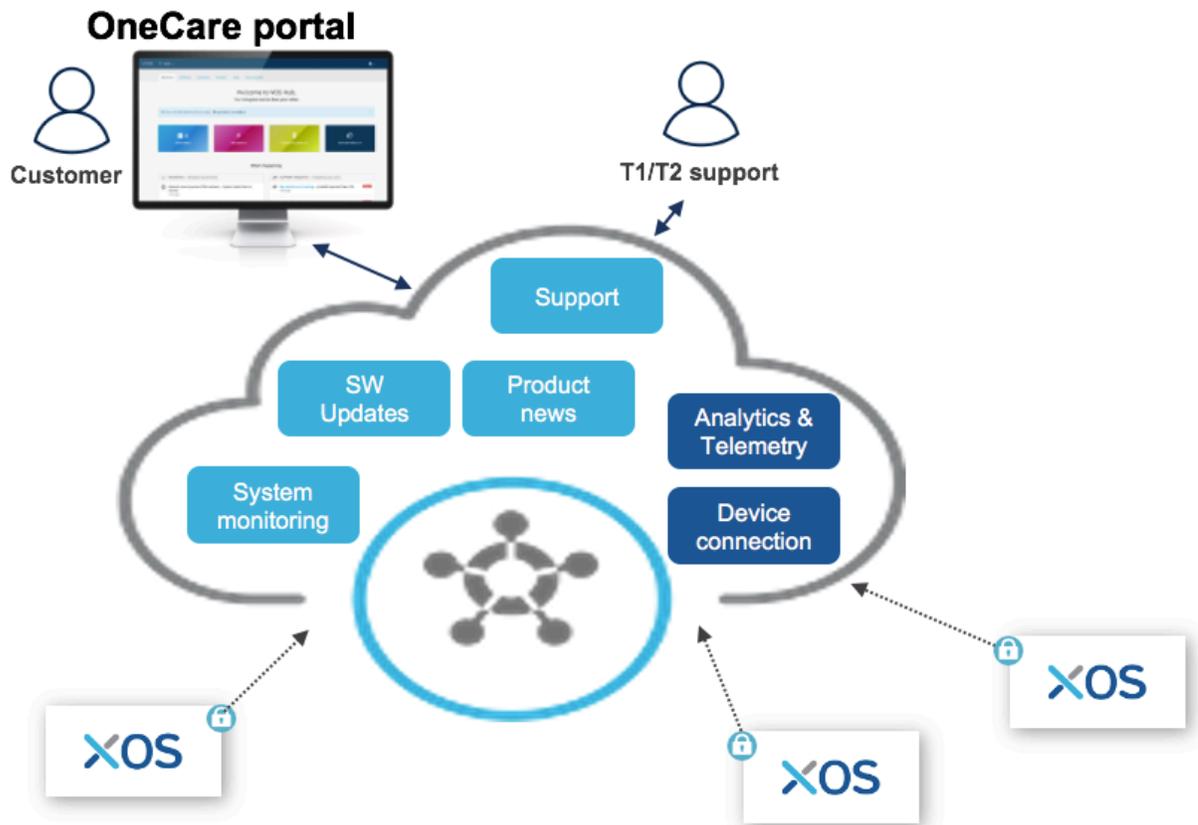
To start a remote, real-time assistance session, please follow these steps:

1. Contact the Harmonic Transition Support team by phone or by email to request remote assistance.
2. Download TeamViewer.
 - a. Get TeamViewer here: <https://get.teamviewer.com/fkhjg6a>
 - b. Open the executable file on the PC/Mac you want us to access.
 - c. Click **OK** to start the TeamViewer client.
3. Provide the ID and password to our support team, enabling the support engineer to connect remotely.

XOS return path

For appliances, Harmonic provides OneCare Portal. The OneCare portal provides the following to XOS customers:

- Products announcement, such as new product version availability.
- Overview of all the products deployed.
- Access to software versions to entitled products.
- An entry point to open and follow support cases.
- Service Level Agreement follow-up when an SLA is in place.



Your XOS is designed to connect to the Harmonic back-end running in the cloud. This cloud connectivity is secured and is enabled by default but you can disable it via user interface.

XOS connection to the cloud enables **system monitoring** and **enhanced support**.

System monitoring

Through the OneCare portal, you can access the list of all XOS deployed in the field. All XOS details, such as serial number, MAC address, etc., are available.

You can also add custom labels to each XOS to easily identify devices.

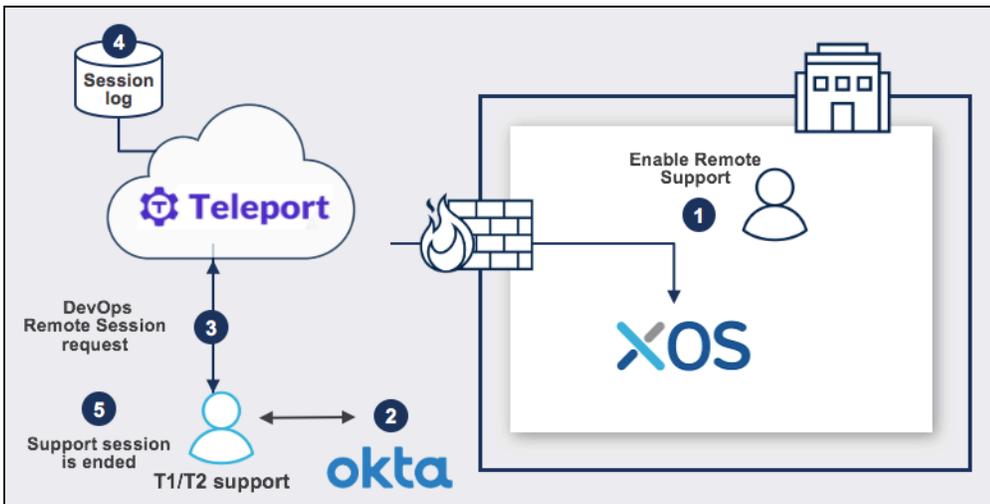
When your XOS is connected to the Harmonic back-end, it provides regular health status, enabling you to identify devices in use.

ID	Last Connection	Device ID	Status
XOS IRD MXQ04210XK	18-02-2021 10:19:32	MXQ04210XK	Online
XOS IRD MXQ037167D	18-02-2021 10:19:09	MXQ037167D	Online
XOS IRD MXQ0380KLH	18-02-2021 10:19:00	MXQ0380KLH	Online
XOS IRD MXQ03716ZW	18-02-2021 10:18:06	MXQ03716ZW	Online
XOS IRD MXQ0360JRC	18-02-2021 10:17:21	MXQ0360JRC	Online
XOS IRD MXQ0371664	18-02-2021 10:17:12	MXQ0371664	Online
XOS IRD MXQ0360JRD	18-02-2021 10:16:42	MXQ0360JRD	Online
XOS IRD MXQ03716VV	18-02-2021 10:15:51	MXQ03716VV	Online

Enhanced support

When your XOS is connected to the Harmonic back-end it allows secure support to connected XOS devices. This connectivity improves support, as the XOS is accessible and you do not need to setup remote access when facing a critical situation.

This connection is secured with a double authentication process, eliminating the need of an unsecured tool like TeamViewer.



By using TELEPORT, the Harmonic support team can access XOS through **RestApi**. When required, Harmonic support can also access the UI using the BOMGAR application. This allows more efficient support compared to what is achievable through TeamViewer or other equivalent methods.

As the Harmonic support team has access to the XOS, they are able to collect relevant information without requiring action from you. Collected information is more relevant as it is done by a product expert. This allows for quicker diagnosis and resolution.

This process is used for our VOS360 or Cloud Native Software solution. It is a unified process enabling customer to easily migrate from appliances to Cloud solution.

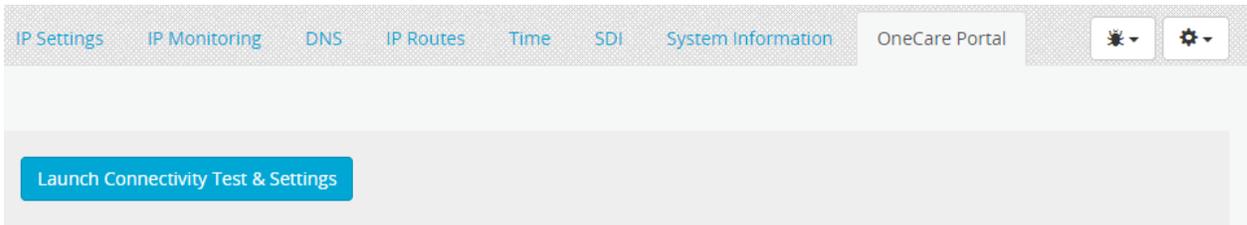
When your XOS is connected to the Harmonic back-end, it provides regularly telemetry and analytics information. This information is extremely useful to quickly diagnose any problems.

For example, if RF monitoring parameters are regularly sent to the cloud, it's much easier to check the RF input when a service interruption happens in real time.

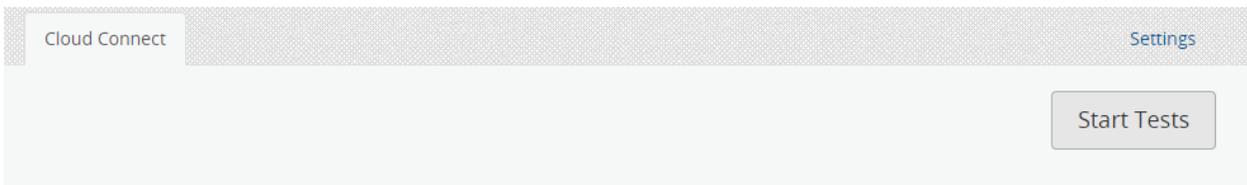
Testing and Managing the cloud connectivity:

From **Platform Configuration** app, select the **OneCare Portal** tab:

1. Click **Launch Connectivity Test & Settings**.



2. A new windows appears: Click **Start Tests** to check the connection with OneCare Portal



3. After few minutes, the result should appear as follows:

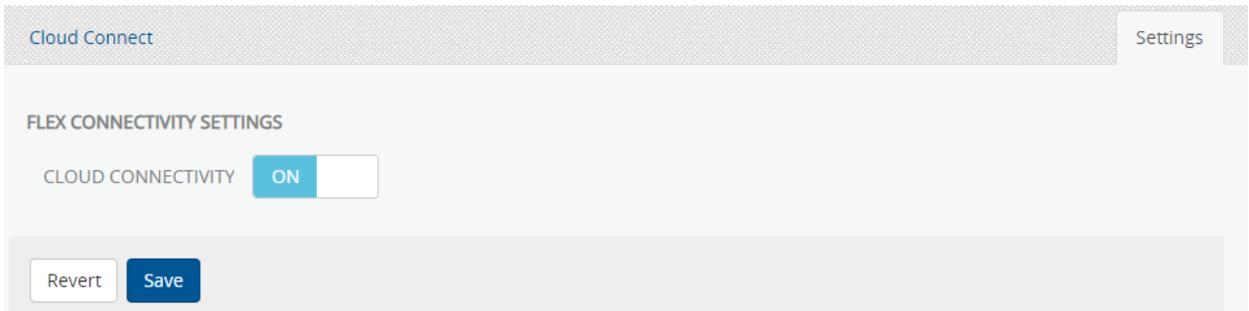


The XOS should appear on OneCare Portal with your credentials.

✔ To use the OneCare Portal, contact your Harmonic Technical Support

By default the Cloud Connectivity is enabled: ON.

- To disable it, click Settings at the top-right.
- Click **ON** to switch to OFF.



- Click **Save**.

