



Recovery from a Jupiter System Restart

Several customers have discovered a glitch in our NV9000-to-Jupiter control connection.

There is a known problem in the automatic recovery of the NV9000 interface to the Jupiter control system when the Jupiter is power cycled.

The problem

The NV9000 requires a restart any time there is a power reset to the Jupiter controller. If the Jupiter controller is restarted, the NV96xx panels connected to the NV9000 no longer “see” the routers that are controlled through the Jupiter system. Restoring normal operation requires the NV9000 to be restarted.

Discussion

When the Jupiter has returned to service, the NV9000 does not automatically reconnect. This leaves the NVISION control panels unable to control the routers in the same way they could not control them when the Jupiter powered down.

Keep in mind that all routers (in this scenario) are controlled by the Jupiter. This means that

- All panels are down while the Jupiter is down.
- The NV96xx panels remain “down” even when Jupiter and its panels have returned to service. The NV96xx panels say “offline” in their status display.

The workaround

Restart the NV9000 (in NV9000-SE Utilities). This does not mean reboot the NV9000 system controller. (That will not cause a problem but it is not necessary.)

When the NV9000 is restarted, the NVISION panels will return to service.

The fix

We have not fixed the problem yet in the NV9000. Eventually it will be fixed but we have not established a date.

Notes

The NV9000 includes software that allows it to control a Jupiter control system. This software is called the “NV9000 Philips router interface.” The NV9000 performs takes between sources and destinations that are defined in the Jupiter control system.

Miranda’s EC9520 license is required to unlock the software.

The NV9000 communicates with the Jupiter control system using the ESswitch variant of ESbus protocol. The ESbus connection is RS-422 or RS-485.