Offline Loader Remote Deployment Service

ARRIS Global Services

SERVICE BENEFITS:

- Enable set-top box staging for the code download improvements provided by the OLL1000
- Reduce deployment risk
- Contain costs of integration
- Minimize interruption of warehouse activity
- Reduce time to market
- Ensure interoperability of warehouse code download subsystems
- Provide 75 years of video experience
- Eco-friendly remote service deployment
- Offer proven methodology and track record of deployment

SERVICE OVERVIEW:

ARRIS installs and configures the OLL1000 remotely. The ARRIS Offline Loader OLL1000 is a specialized carousel server. It provides the capability to rapidly load numerous code objects on various set-top box types in a warehouse environment or other staging area independent of the production system. The OLL1000 uses broadcast functions to clear stale code and/or configure mixed set-top types, so that no individual set-top addressing/configuration is required. The OLL1000 provides the warehouse with more control over code suites by keeping the loading independent of authorization.

The ARRIS Offline Loader Remote Deployment Service allows customers to implement code download staging improvements with minimal downtime and risk. This deployment can be done remotely without the added expense of a Field Engineer travelling to the customer site. ARRIS has the expertise in system integration, remote deployment engineering, and project management required to successfully deploy the OLL1000.

Services Deliverables

The Offline Loader Remote Deployment Service execution requires the coordinated support of ARRIS personnel and customer site personnel. ARRIS will perform the following functions:

• Work with customers to complete the site survey, which includes verifying IP addressing schemes and network configuration needs, determining set-top types and code download suites required, etc.

• Work with customers to install the OLL1000 hardware

• Install and configure the OLL1000 software

• Configure the OM1000/2000

• Create and configure code download packages

• Work with customers to test code downloads to set-top boxes in the warehouse

Assumptions and Prerequisites

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

Prerequisites

The Customer will:

• Provide appropriate point(s) of contact for the project

• Perform system integration of required changes that ARRIS will not be contracted to perform, which may include installation of OM1000/2000 hardware/software, installation of set-top box workbenches, and associated RF and power networks, etc.

• Ensure readiness and provide support for all applicable DAC, headend, and Intranet/Internet/VPN networks

• Provide all necessary documentation, including, but not limited to, IP addresses and network diagrams (including interconnects to various hubs)

• Provide remote connectivity access to all necessary servers via the DAC6000 or the NPT

Offline Loader Remote Deployment Service

To order these services, contact your sales representative.

ORDERING INFORMATION	
Part Number	Description
476666-110-00	OLL Remote Deployment Service
Related Service:	
476666-084-00	Set–top Logistics Optimization Service