Recent Cablecast Issues

Network Interference

Rhyme has had an issue with the Cablecast system interfering in the new network switch for the 161 Building that was installed. It resulted in the Cablecast unit having to be updated, then disconnected, and then reconnected to the network along with the affected internet ports.

Solution: Cablecast and Rhyme managed a work around to resolve the issue, but it might be related to the system connecting to the City's network.

Licensing Glitch

There was a glitch in Cablecast's licensing servers that caused it to issue invalid licenses. This exposed a bug in Cablecast where it stopped processing license files when it encounters an invalid license. It caused the inability to access Cablecast by staff.

Solution: Cablecast reset the license files for the system and restored access.

PCI Compliance Checks

Rhyme has recently discovered that the Cablecast system is currently exposing the City network to potential data breaches and has been doing so for a while now.

Payment Card Industry Data Security Standard (PCI DSS, or PCI) is a standard for data security established in 2006 to improve the safety of consumer data and trust in the payment ecosystem. There are currently over 300 security controls in PCI and the City is required to meet each one if it handles card data.

After months-long investigation into repeated failed PCI compliance checks that have resulted in the City being billed for more recurring checks, our IT provider Rhyme has concluded that our Cablecast system is causing the issue.

The problem is coming in with the firewall port forwarding rule for the Video on Demand service from Cablecast. The rule states any incoming traffic going over TCP port 8086 forward to 192.168.1.216 port 80. This was put in as a Cablecast solution to their streaming issues. Rhyme also looked at only allowing certain IP address to come in via that port, but would have to input 7000+ IP addresses.

Rhyme would like to close the port on which the Cablecast system connects to the City network. They are currently communicating with Cablecast to attempt to resolve the issue. Staff has upgraded the Cablecast system to 7.8 under recommendation of Cablecast in an attempt to help resolve the issue to no avail.

Rhyme is attempting to segregate the Cablecast system from the City's firewall. Their first attempt is using DNS 01 and Let's Encrypt. This along with having Cablecast changing DNS settings again is possibly a solution. Another option on the table is Rhyme creating a 2nd LAN to firewall along with a VLAN and a redirect. A third option has Cable purchasing a separate firewall for around $1,000. Other municipalities have made their cable operations utilize a separate internet connection entirely.