



# New RMA Process for the Cisco D9859 Advanced Receiver Transcoder Technical Reference

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## Introduction

This document describes the Return To Factory (RTF) process for Return Material Authorization (RMA) requests for the Cisco D9859 Advanced Receiver Transcoder. The Return For Repair (RFR) process is not offered for the D9859 units.

## Audience

This document is intended for all service providers, customers, and channel partners/distributors who are required to replace the D9859 units using the RMA process.

## D9859 RTF/AHR Return Procedure

The following describes the overall RMA process, including RTF and Advance Hardware Replacement (AHR), for the D9859 units:

1. Open a case with Cisco Video Integrated Product Support (VIPS) at 1-855-605-8390.
2. If an RMA is required, VIPS determines whether it is an RTF or AHR.
3. If it is an RTF, you must return the failed unit to the Cisco Service Depot. Cisco will then ship a replacement unit to you after the failed unit is received. If it is an AHR, Cisco ships a replacement unit to you within 10 business days. Once you receive the replacement unit, depending on your environment or needs, do the following:
  - a. If the replacement unit is controlled by the PowerVu Network Centre (PNC), contact the broadcaster to request Secret Serial Number (SSN) information from Cisco. Once Cisco provides the SSN information to the broadcaster, the broadcaster can authorize the unit.
  - b. If the replacement unit requires additional licenses to match the features of the old unit, contact the Global Licensing Organization (GLO) with the RMA number and the old Master User Address (UA). The old Product Activation Key (PAK) or sales order number is optional. If no new master UA is provided for the unit, you will receive a PAK with features to use for future licensing. You can then register that PAK to a unit at any time through the Cisco SWIFT tool (<https://tools.cisco.com/SWIFT/LicensingUI/Home>). If you provide the user address of the replacement unit, you will receive an email from GLO with the new license(s). You can then load the license file to your D9859 replacement unit.

If you require licensing support, contact GLO at the following URL:

<https://survey.opinionlab.com/survey/s?s=10422>, or call the appropriate technical support phone number for your region at the following URL: [http://www.cisco.com/en/US/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html).

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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