

Troubleshooting SSC Set-Tops with Single- and Triple-LEDs

Power LED Blink Pattern	If you see this...	Try this first...	Try this second...	Mark Repair Tag...
	POWER LED blinks twice quickly, pauses, repeats continuously [cA.rd/dn.Ld – CableCARD® module download error]	Check RF levels at download frequency. If needed, adjust levels	Verify image is on BFS. If not, contact DNCS operator to troubleshoot.	D11. CableCARD Download Incomplete
	POWER LED on or off, POWER button unresponsive to power [No display]	Switch AC input and power cycle the set-top	RETURN TO CISCO REPAIR	F1. No Power / Dead
	POWER LED on or off, POWER button responsive to power [No display]	Connect to known good RF cable, power cycle the set-top, and wait 5 minutes	RETURN TO CISCO REPAIR	D2. Unable to Connect to Network
	POWER LED on for two seconds, off for two seconds, repeats continuously [Br.xx – OS trap]	Reboot set-top (Power off, unplug power cord, plug power cord back in, then power the set-top back on)	Force a download by following these steps: Disconnect the AC power cord from the back of the set-top. Simultaneously reconnect the AC power cord while pressing and holding the POWER button until either the POWER LED (single LED set-tops) or the REMOTE LED (three LED set-tops) begins blinking. Press the POWER button again so the LED blinks faster. In a few seconds, the set-top will start downloading code.	D7. Error Code (BRXX, ERXX, or XXXX)
	POWER LED blinks 8 times quickly, pauses, repeats continuously [Stuck in Brick Mode]	Confirm set-top MAC address matches billing MAC address and that set-top is authorized for service. Have DNCS operator correct any existing mismatch and send 'Hit' to set-top.	SEE POWERKEY® TROUBLESHOOTING SECTION IN 4019359 Troubleshooting Cisco's Separable Security Set-Tops	S2. Stays in Brick Mode (----) S3. Invalid Sub Expire Date S1. No EMMs / ISE / EA
	POWER LED blinks twice, pauses for one second, repeats THREE-LED SET-TOPS - LEDs blink in a rotating pattern to the left, continuously [h.xxx – Hunt mode, will not download]	Connect to known good RF cable, power cycle, then force download by turning the set-top off. Press and hold the POWER button until the POWER LED begins blinking. Press POWER again so the LED blinks faster. After a few seconds, the set-top will start downloading code.	Confirm hardware type on set-top label is associated with ROM version file on DNCS, then compare with known good set-top of same type.	D6. DHCT in Hunt Mode (hXXX)
	POWER LED blinks three times, pauses, repeats continuously THREE-LED SET-TOPS - LEDs rotate left, rotate right, repeat continuously [r.xxx – Will not download]	Perform force download to known good set-top by following these steps: Disconnect the AC power cord from the back of the set-top. Simultaneously reconnect the AC power cord while pressing and holding the POWER button until either the POWER LED (single LED set-tops) or the REMOTE LED (three LED set-tops) begins blinking. Press the POWER button again so the LED blinks faster. In a few seconds, the set-top will start downloading code.	If known good set-top of same type and revision does not download, contact DNCS operator to resolve network issue.	D2. Unable to Connect to Network
	Set-top continually reboots	Power cycle the set-top	RETURN TO CISCO REPAIR	D5. Constantly Resets / Reboots



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