



Product and Service Alert:

Unique Requirements for the TED Component of the Digital Broadband Delivery System (DBDS) Solution

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Introduction

As you are aware, on November 20, 2015, Technicolor completed its acquisition of Cisco's Connected Devices Business. The Connected Devices Business is now part of Technicolor. The Cisco customer premises equipment (CPE) business, and the ownership of PowerKEY Conditional Access technology also transferred to Technicolor. Cisco, however, maintains ownership of the headend Control Plane elements including Digital Network Control System (DNCS), Explorer Controller (EC), and the Transaction Encryption Device (TED).

The Cisco TED server provides PowerKEY Conditional Access, a security feature for the Cisco DNCS and EC that ensures the delivery of secure and authenticated services within Service Provider networks. All Service Providers using PowerKEY encryption have one or more TEDs as part of the solution. The TED is a mission-critical component with unique requirements, and this document explains the expectations for support of the TED from a Product, Advanced Services and Technical Support perspective.

TED Initialization Procedure

In order to initialize or reinitialize a TED, Technicolor, Cisco and the Customer must jointly engage. Initializing the TED requires:

- Entry of a Technicolor-provided Conditional Access Authority (CAA) passphrase which consists of two halves:
 - Technicolor "A share" which is brought to the site by the Cisco Service representative assigned to initialize the TED
 - Customer "B share" which is provided to the Customer by Technicolor
- Entry of Customer-generated Entitlement Agent (EA) passphrase
 - Known only to the Customer

For security reasons, no one person is allowed to possess both halves of the CAA passphrase. In order to initialize the TED, representatives from both Cisco and the Customer must be present.

CAA and EA Passphrase Retention

Customers are hereby notified that Technicolor is the owner of the CAA passphrase A and B Shares, and both Technicolor and Cisco will be holding copies of the A Shares.

Customers are expected to retain their share of the CAA and the EA passphrases in a secure location in the event that they are needed to initialize a new or replacement TED. We recommend you check with your passphrase custodian and restore your copies if necessary. If you do not have access to this information:

- The Customer share of the CAA passphrase (“B Share”) can be requested from Technicolor. To contact Technicolor Customer Technical Support (CTS)
Call +1 (317) 587-5466 between 8am & 6pm US Eastern Time Monday to Friday (excluding holidays)
Alternatively you may contact them via email at cmtech.service@technicolor.com
Technicolor CTS will work with the Technicolor PowerKEY Security Office to provide the Customer Share.
- The EA passphrase can be recovered from a functioning TED via a Cisco Advanced Services engagement. See “Other Available Services” below.

Note: In addition to the EA and CAA information it is important that you know the root login credentials for your TED. If you do not have the ability to log into your TED please contact Cisco Services for assistance.

In the Event of a TED Failure

Customers who experience a TED failure should contact the Cisco TAC¹ for immediate assistance. The TAC will:

- Determine the scope of the failure
- Assist with the activation of a previously initialized spare TED and/or arrange for an RMA
- Notify the Account Team if there is a need to arrange for:
 - Advanced Services initialization for a replacement TED
 - Purchase of a new TED

¹ To contact the Cisco TAC, in US/Canada please call 1 800 553 2447 or 1 408 526 7209. For all other regions worldwide, refer to: <http://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>.

Keeping Your Video Services Highly Available

Customers should consider that in the event of a TED failure, it normally takes several weeks to arrange for the order and delivery of a replacement TED and the on-site resources necessary to initialize a TED. **To protect yourself against a prolonged outage, all TED Customers are encouraged to purchase a spare TED along with TED initialization Advanced Services.** Once initialized, a spare TED can be kept on hand indefinitely to serve as a ready service replacement for the system it was initialized for.

To arrange to purchase a TED or other Advanced and Technical Services related to support a TED, please contact your Cisco Sales Account representative.

Warranty and Service Considerations

- Although the TED is built on a Cisco UCS platform, it is a specialized appliance and the warranty and service is handled differently from a generic UCS server.
- If a TED fails while under warranty (90 days), the Customer's failed TED is returned to the factory for repair and the customer receives a replacement TED within 10 days. The TED initialization Advanced Services are provided under the terms of the warranty.
- After the initial warranty coverage period, under the RTF (Return to Factory) Technical Support program, the Customer's failed TED is returned to the factory for repair and the customer receives a replacement TED within 10 days. If an out-of-warranty TED fails, the TED initialization Advanced Services are NOT covered under the terms of the RTF support agreement. Be advised that arranging this on-site service may take longer than the 10-day hardware replacement period.

Other Available Services

In addition to the TED initialization Advanced Services engagement, Cisco also offers the following services related to the TED which are quoted on an as-needed basis.

- EA passphrase extraction/recovery
This on-site service is for Customers with a **functional TED** who are unable to locate their Customer-generated EA passphrase.
- Catastrophic Failure Recovery
This on-site service is for Customers with a **failed TED** who are unable to locate their Customer generated EA passphrase. A potentially long process of restaging all of the deployed STBs, Cablecards and DTAs would need to be followed.

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