



# Cisco D9887 and D9887B HDTV Modular Receivers Premature Failure of SDRAM Technical Reference

## Overview

### Purpose

To inform customers using the Cisco® D9887 or D9887B HDTV Modular Receiver that a limited pool of DDR SDRAM memory chips may be subject to premature failure.

### Audience

This technical reference is for customers using Cisco D9887 or D9887B HDTV modular receivers.

### Symptom/Cause

A limited pool of DDR SDRAM memory chips used in D9887 and D9887B receivers may be subject to premature failure. The part manufacturer has identified a specific die revision and range of manufacturing dates that are in question. We are working closely with the manufacturer to identify the root cause and expected failure rate of this part.

The following symptoms have been associated with these memory chip failures:

- Receiver has been in use for 12 or more months.
- Upon power cycling the receiver, one of the following symptoms appear:
  - Receiver does not complete power-up initialization.
  - Video decoding fails (black video, green video, or continues artifacts).
  - Cannot configure IP input to receive stream.
- Above symptoms do not recover on subsequent power cycles.

**Note:** Receivers that are not power-cycled are not at risk of failure.

## Components Affected

The defective memory chips were used in the following modules manufactured between July 2008 and April 2009 in receivers with serial numbers between 6787237 and 6902781, and a component with the affected run numbers:

- 8732 H.264/MPEG-2 Video decoder with run numbers R41-R62
- 8730A MPEG-2 Video decoder with run numbers R18-R25
- 8734 H.264/MPEG-2 Video decoder with Genlock, with run numbers R11-R13
- 8725 IP Input/Output module with run numbers R36-R45

**Note:** Units without the modules above, but within the serial number range of 6787237 to 6902781, are not affected. The run number can be identified for each module using the web GUI.

Cisco is informing you of this investigation because failure of the memory part has been associated with field failures in some D9887/D9887B receivers. Failure rates have been as high as 15% for units manufactured with the suspect parts after they have been in use for 12 months or more.

Cisco is prepared to replace the suspected parts in at-risk units that are returned to the factory under RMA. For receivers that are out of warranty, Cisco will offer to repair receivers until December 31, 2013.

## For Information

Cisco provides its customers who have purchased support agreements with telephone support from anywhere in the world. If you require technical telephone assistance or product training support, or if you have any questions concerning the Cisco product, you may contact the appropriate Customer Support Center from those listed below. Charges may apply for customers without a current and applicable product support agreement.

Customers	Location	Phone Number
Programmers and Broadcasters	USA and Canada	Toll-Free: 1.888.949.4786 +1.770.236.4786 <a href="mailto:dmn_support@cisco.com">dmn_support@cisco.com</a>
Telcos and Cable Service Providers	Cisco Services	Toll-Free: 1.800.722.2009 Local: 770.236.6900 (press 2 at the prompt) <a href="mailto:customer-service@cisco.com">customer-service@cisco.com</a>
All Customers	Europe	+32.56.445.155 or +32.56.445.197 <a href="mailto:saemea-support@cisco.com">saemea-support@cisco.com</a>
All Customers	Asia	+852.2588.4746 <a href="mailto:saapac-support@cisco.com">saapac-support@cisco.com</a>

Customers who call a Customer Support Center are asked specific questions in order to identify their needs. In this way, each call can be directed to the customer support representative most experienced with their Cisco product.



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