# Troubleshoot Room Bar HDMI Video Output Failure Due to HDCP Configuration

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## Issue

The Cisco Room Bar was not sending any video output to the connected monitor, resulting in a complete loss of visual display. The specific symptoms observed included:

- No self-view camera image displaying on the monitor.
- No far-end video displaying during direct video calls.
- No wired HDMI content sharing displaying to the monitor.
- No Miracast wireless content sharing displaying to the monitor.
- Monitor remained black despite the Cisco Control Hub reporting the device as online.

The issue persisted across all video output functions until the HDMI cable was physically reseated and a specific HDCP configuration parameter was modified from its default setting.

## Environment

- Cisco Room Bar
- Cloud-registered Webex Room Device
- RoomOS Software Version: 26.2.1.5
- Monitor connected via HDMI 1 port
- Video Connector 1 Output HDCPForce1_4 setting initially configured to ON

## Resolution

The issue was resolved through a combination of physical cable reseating and HDCP configuration adjustment. Use these steps to resolve similar HDMI video output failures:

## Step 1: Verify Physical HDMI Connection

Confirm the HDMI cable is properly connected:

- Verify the HDMI cable is plugged into the correct monitor HDMI port (HDMI 1).
- Verify the monitor input setting is configured for the correct HDMI input.
- Reseat the HDMI cable connection from the Cisco Room Bar HDMI output to the monitor.
- If needed, use a known good working cable.

## Step 2: Configure HDCP Settings

Access the Room Bar configuration and modify the HDCP Force setting:

Navigate to **Codec Configuration > Video > Output > Connector 1 > HDCPForce1_4** and change the setting from **ON** to **OFF**.

## Step 3: Verify Video Output Restoration

After completing the physical and configuration changes, verify that all video functions are restored:

- Test camera self-view display on the monitor.
- Test far-end video during a direct video call.
- Test wired HDMI content sharing.
- Test wireless Miracast content sharing.

## Prevention and Validation

To prevent future occurrences:

- Keep HDCPForce1_4 set to OFF unless there is a specific requirement to force HDCP 1.4 and end-to-end HDCP 1.4 compatibility has been confirmed.
- Verify whether the Room Bar is connected directly to the monitor or through intermediate equipment (wall plates, extenders, AV switches).
- If the issue recurs, capture diagnostic information before performing any reboot or power cycle.

## Cause

The root cause was an HDMI output handshake and negotiation issue caused by the HDCPForce1_4 setting being enabled (ON). When High-bandwidth Digital Content Protection (HDCP) is forced on an output and the connected monitor or intermediate HDMI equipment does not successfully complete HDCP authentication, the typical result is a black screen with no video output. The physical reseating of the HDMI cable forced a new handshake negotiation, which temporarily restored the connection, but the underlying HDCP configuration issue required the HDCPForce1_4 setting to be disabled (OFF) for stable operation.

## Related Content

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- Cisco Technical Support & Downloads