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Introduction

This document describes how to boot a Cisco D9800 receiver into Safe App mode. There may be occasions where front panel access to the menu system is not available. This may be due to a corrupt app code, or an instance where the Cisco receiver remains in boot mode.

The most common approach is to power cycle the receiver to see if the menu system returns upon booting.

If power cycling the receiver does not result in restoration of the menu system, then another approach would be to attempt a safe app (application) boot.

Safe App boot

If the current app is suspected to be faulty, it may be possible to boot the Cisco D9800 (D9800, D9854, D9859) receiver into its **safe app** version. This technique is only possible if the receiver has more than one app version installed, and the current app version is faulty. The original app version shipped with the receiver is known as the safe app version, or the version which you may always revert to if there are problems with updated versions of the current app code.

Procedure

These steps describe the procedure to enter the Safe App boot.

1. Disconnect the power cable from the Cisco receiver
2. Press and hold the front panel 'SELECT' button
3. Attach the power cable to the receiver
4. Wait for the front panel message indicating 'Launching vx.xx' where x.xx is the safe app version. A series of dots should follow
5. Release the button.

When the series of dots are completed across the screen, the receiver should continue to boot into the safe app version.

At this point, you should be able to recover the menu system and confirm the current app version. The display will show the safe app version.

It is advisable to delete/erase the suspected faulty app code version and re-install/upgrade the receiver to the latest app code.

Note: If the series of dots appear to stop before reaching the end, the Cisco D9800 receiver

may continue to boot back to its current application version. One possible reason this may occur is because the difference between the current app code and safe app code may be too great. The receiver may be unable to resolve the database differences within the preset timeout period. This results in the receiver continuing to boot to the current app code. In this case, you should hold the **SELECT** button, until the receiver has completed booting into the safe app version.

Factory reset

Another option may be to perform a Factory Reset from the front panel. This does not change the current app code, but merely resolves any potential configuration problems by erasing any current configurations, and replacing them with the default settings. The same procedure as above may be used, except instead of holding the **SELECT** button, you would hold the **LEFT** and **RIGHT** cursor keys. This places the receiver back into its factory default settings.