

# 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...
	<b>POWER</b> 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
	<b>POWER</b> LED on or off, <b>POWER</b> button unresponsive to power [No display]	Switch AC input and power cycle the set-top	RETURN TO CISCO REPAIR	F1. No Power / Dead
	<b>POWER</b> LED on or off, <b>POWER</b> 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
	<b>POWER</b> 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)	<b>Force a download by following these steps:</b> Disconnect the AC power cord from the back of the set-top. Simultaneously reconnect the AC power cord while pressing and holding the <b>POWER</b> button until either the <b>POWER</b> LED (single LED set-tops) or the <b>REMOTE</b> LED (three LED set-tops) begins blinking. Press the <b>POWER</b> 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)
	<b>POWER</b> 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 <i>4019359 Troubleshooting Cisco's Separable Security Set-Tops</i>	S2. Stays in Brick Mode (----) S3. Invalid Sub Expire Date S1. No EMMs / ISE / EA
	<b>POWER</b> LED blinks twice, pauses for one second, repeats  <b>THREE-LED SET-TOPS</b> - 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 <b>POWER</b> button until the <b>POWER</b> LED begins blinking. Press <b>POWER</b> 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)
	<b>POWER</b> LED blinks three times, pauses, repeats continuously  <b>THREE-LED SET-TOPS</b> - LEDs rotate left, rotate right, repeat continuously  [r.xxx – Will not download]	<b>Perform force download to known good set-top by following these steps:</b> Disconnect the AC power cord from the back of the set-top. Simultaneously reconnect the AC power cord while pressing and holding the <b>POWER</b> button until either the <b>POWER</b> LED (single LED set-tops) or the <b>REMOTE</b> LED (three LED set-tops) begins blinking. Press the <b>POWER</b> 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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October 2012

Printed in USA

Part Number 78-4021198-01 Rev B