



Operations Alert Bulletin

Expiration Notice for Repair of Explorer Set-Tops and CableCARD Modules

Background

This alert bulletin serves as notification to system operators that certain models of Explorer™ set-tops and CableCARD™ modules are no longer in production. Repairs for these products will be performed on a “Best Effort” basis, subject to parts availability. This bulletin provides more details about these products.

Recommendation

We recommend that you review the Production Status List provided in this bulletin to determine whether your site is affected by this change.

If the Production Status List indicates that a product in your system can no longer be repaired, please contact the representative who handles your account for assistance in determining the replacement product that best suits your business needs. Any orders received for discontinued set-tops and CableCARD modules are no longer being accepted.

About This Bulletin

Audience

This alert is intended for any service provider who has these products deployed in their system.

Document Version

This is the second release of this document.

Production Status List

The following table lists the repair status of set-tops and CableCARD modules that are no longer in production. The **Repair Support End Date** column provides the last date that full repair support is available for the product. After this date, repairs will be performed on a “Best Effort” basis and subject to parts availability. Cisco’s criterion for determining the Repair Support End dates is five years from the date of last production unless there are terms in our contracts that are inconsistent with the above statement.

Notwithstanding the foregoing statements, we will honor any terms in our contracts that are inconsistent with the statements above.

Model	Part Number	Description	Repair Support End Date
CableCARD	4004396	CableCARD Module with PowerKEY® Conditional Access	7/24/2013
CableCARD	716021	Explorer 4100 Point of Deployment (POD) Module	6/28/2005
Multi-Stream CableCARD	4008743	Multi-Stream CableCARD Module	7/4/2010
Multi-Stream CableCARD	4016103	Multi-Stream CableCARD Module with PowerKEY Conditional Access	2/29/2012
Explorer 100DVB	4004132	Explorer 100DVB Set-Top, with Telephone Modem, Internet Access, Remote Control, Dual SCART, and ISH Logo	4/21/2009
Explorer 100DVB	4005924	Explorer 100DVB for TVT Kazan, Software Build A	12/9/2008
Explorer 100DVB	4006345	Explorer 100DVB Set-Top, with Telephone Modem, Internet Access, Remote Control, and Dual SCART	5/17/2011
Explorer 100DVB	4006356	Explorer 100DVB Set-Top, no Modem, no Internet Access, Remote Control, and BB Output	8/22/2011
Explorer 1800	4001466	Explorer 1800 Set-Top	2/7/2008
Explorer 1800	4001793	Explorer 1800 Developer Set-Top	11/24/2007
Explorer 1800	4010134	Explorer 1800 Entry-Level High Memory Digital-Only Tuning Set-Top	10/3/2011

Production Status List

Model	Part Number	Description	Repair Support End Date
Explorer 1800	4012500	Explorer 1800 Entry-Level, Digital-Only Tuning Set-Top	1/25/2012
Explorer 1800	4014711	Explorer 1800 Digital-Only Interactive Set-Top, 4 MB Flash Memory, 32 MB DRAM, S-Video, SPDIF	10/29/2012
Explorer 1840	4009808	Explorer 1840 Digital-Only Interactive Set-Top with 4/32 Memory and S-Video Output	3/28/2012
Explorer 1840	4012496	Explorer 1840 Digital-Only Interactive Set-Top with 4 MB Flash Memory and 8 MB DRAM	11/18/2012
Explorer 1850	4001284	Explorer 1850 Set-Top	2/3/2010
Explorer 1850	4003250	Explorer 1850 Developer Set-Top with 4 MB Flash Memory and 32 MB DRAM	9/14/2009
Explorer 1850	4009456	Explorer 1850 Set-Top	2/16/2010
Explorer 1850	4012694	Explorer 1850 Set-Top with 4 MB Flash Memory and 32 MB DRAM	8/31/2011
Explorer 2000	4002180	Explorer 2000 Set-Top	9/27/2008
Explorer 2000	544200	Explorer 2000 Set-Top	6/11/2005
Explorer 2000	544325	Explorer 2000 Set-Top	5/17/2005
Explorer 2000	573077	Explorer 2000 Set-Top with SPDIF Interface	5/31/2005
Explorer 2000	574213	Explorer 2000 Developer Set-Top with Graphics and AVD/SCSI/XMEM	2/26/2003
Explorer 2000	574263	Explorer 2000 Developer Set-Top with SCSI	2/11/2004
Explorer 2000	588571	Explorer 2000 Developer Set-Top with SPDIF	3/1/2005
Explorer 2000	593380	Explorer 2000 Set-Top with Ethernet	3/19/2006
Explorer 2000	593390	Explorer 2000 Set-Top with Ethernet	5/16/2005

Model	Part Number	Description	Repair Support End Date
Explorer 2000	593416	Explorer 2000 Set-Top with Rogers Communications Logo	5/21/2005
Explorer 2000	730330	Explorer 2000 Set-Top	8/20/2008
Explorer 2000	730360	Explorer 2000 Set-Top, with Modem, Internet Access, and 220 V Power Supply	7/9/2006
Explorer 2000HD	712820	Explorer 2000HD Set-Top	5/29/2007
Explorer 2050	4007200	Explorer 2050 Developer Set-Top with 8 MB Flash Memory and 32 MB DRAM	6/19/2011
Explorer 2100	717683	Explorer 2100 Set-Top	9/28/2008
Explorer 2100	740300	Explorer 2100–220 International Set-Top	8/1/2006
Explorer 2200	745622	Explorer 2200 Digital Interactive Set-Top with 4 MB Flash Memory and 8 MB DRAM	10/22/2013
Explorer 2200	752140	Explorer 2200 DDS Set-Top, with Modem and Internet Access	5/12/2009
Explorer 2300	4012506	Explorer 2300 Set-Top	1/15/2011
Explorer 3000	730385	Explorer 3000 Set-Top with 16 MB DRAM	7/27/2005
Explorer 3000	730392	Explorer 3000 Developer Set-Top with 32 MB DRAM	7/24/2006
Explorer 3000	733070	Explorer 3000 Set-Top with no Ethernet Interface	11/25/2006
Explorer 3000DDS	593400	Explorer 3000DDS Set-Top with no Ethernet Interface	11/25/2008
Explorer 3100	717688	Explorer 2100/3100 Developer Set-Top	3/11/2008
Explorer 3100	717693	Explorer 3100 Set-Top with Descrambling Support	12/12/2005
Explorer 3100	717700	Explorer 3100 Set-Top	2/23/2009

Production Status List

Model	Part Number	Description	Repair Support End Date
Explorer 3100HD	749300	Explorer 3100HD Set-Top with Cables	10/26/2008
Explorer 3100HD	749305	Explorer 3100HD Developer Set-Top	11/1/2006
Explorer 3170HD	4001616	Explorer 3170HD Set-Top for Retail Only	11/8/2008
Explorer 3200	745620	Explorer 2200/3200 Developer Set-Top	4/30/2013
Explorer 3200	745625	Explorer 3200 Digital Interactive Set-Top	6/5/2012
Explorer 3240HD	4010048	Explorer 3240HD Digital-Only Set-Top with 16 MB Flash Memory, 32 MB DRAM, DVI 1.0, Dual IEEE 1394 Outputs	1/25/2012
Explorer 3250	752150	Explorer 3250 Digital Interactive Set-Top	12/12/2012
Explorer 3250HD	4000768	Explorer 3250HD Set-Top with Modem, Internet Access, DVI, 8/16 Memory, and no 1394 Output	11/3/2009
Explorer 3250HD	4001332	Explorer 3250HD Set-Top with 8 MB Flash Memory, 16 MB DRAM, DVI 1.0, and IEEE 1394 Output	10/20/2013
Explorer 3250HD	4003418	Explorer 3250HD Set-Top with 8 MB Flash Memory, 16 MB DRAM, and Optical SPDIF	12/21/2008
Explorer 3250HD	4004367	Explorer 3250HD Set-Top with Standard Memory, DVI Output, and no 1394 Output	7/10/2010
Explorer 3250HD	4005726	Explorer 3250HD Set-Top with 16 MB Flash Memory, 32 MB DRAM, DVI 1.0, IEEE 1394 Output, and SPDIF	5/23/2012
Explorer 3250HD	4006584	Explorer 3250HD Set-Top with 16 MB Flash Memory, 32 MB DRAM, DVI, Component Video Loop Through Inputs, and Coaxial and Optical SPDIF	6/29/2010

Model	Part Number	Description	Repair Support End Date
Explorer 3250HD	4009012	Explorer 3250HD Set-Top with 16 MB Flash Memory, 32 MB DRAM, DVI 1.0, SPDIF, and CA	4/29/2012
Explorer 3250HD	4010284	Explorer 3250HD Set-Top with Loop Thru and 1394 Output	9/8/2010
Explorer 3250HD	752300	Explorer 3250HD Developer Set-Top	5/27/2013
Explorer 3270HD	4002247	Explorer 3270HD Retail-Only Set-Top with Standard Memory, 1394 and Optional DVI 1.0 Output	5/12/2009
Explorer 3300	4009760	Explorer 2050–3300 Set-Top with 4 MB Flash Memory and 16 MB DRAM	8/3/2011
Explorer 3340	4010044	Explorer 3340 Digital-Only Tuning Set-Top	3/4/2012
Explorer 3350	4009452	Explorer 3350 Set-Top	5/14/2012
Explorer 4000	4001640	Explorer 4000 Set-Top for Europe	9/11/2008
Explorer 4000DVB	740700	Explorer 4000DVB Set-Top, with Modem and Internet Access	5/3/2010
Explorer 4000HD	4010973	Explorer 4000 Set-Top with High-Definition Television Support for Japan	6/15/2010
Explorer 4000HDJ	4004679	Explorer 4000HDJ Developer Set-Top with High-Definition Television Support for Japan	1/8/2011
Explorer 4100	717750	Explorer 4100 Set-Top with DOCSIS® Support	5/12/2009
Explorer 4200	4001183	Explorer 4200E Home Gateway with Ethernet and Front USB Port	2/8/2011
Explorer 4200	745744	Explorer 4200 Home Gateway with 4 MB Flash Memory, and 8 MB DRAM	6/23/2013
Explorer 4200DVB	4000584	Explorer 4200DVB Set-Top with Modem and Internet Access	7/28/2012

Production Status List

Model	Part Number	Description	Repair Support End Date
Explorer 4200DVB	4004163	Explorer 4200DVB Set-Top for EyeQ	5/17/2009
Explorer 4200HD	4001320	Explorer 4200HD Developer Set-Top	9/9/2012
Explorer 4200HD	4001368	Explorer 4200HD Set-Top with no DVI and no 1394 Output	6/2/2009
Explorer 4200HD	4001655	Explorer 4200HD Developer Set-Top	4/26/2008
Explorer 4200HDC	4002766	Explorer 4200HD Set-Top with DVI Output and no 1394 Output	5/11/2010
Explorer 4200HDC	4003417	Explorer 4200HD Home Gateway with 8/32 Memory, DVI, and IEEE 1394 Outputs	7/21/2013
Explorer 4200SD	749086	Explorer 4200SD Developer Set-Top with 8 MB Flash Memory and 32 MB DRAM	1/23/2012
Explorer 6000	717740	Explorer 6000 Set-Top Host	10/5/2005
Explorer 8000	4003798	Explorer 8000 Developer Set-Top	9/27/2008
Explorer 8000	4003945	Explorer 8000 Developer Set-Top	12/24/2008
Explorer 8000	4007735	Explorer 8000 Developer Set-Top	11/14/2009
Explorer 8000	4007934	Explorer 8000 Developer Set-Top	11/15/2009
Explorer 8000	749104	Explorer 8000-SDJ Set-Top	2/19/2008
Explorer 8000 DVD	4007571	Explorer 8000 Developer Set-Top with DOCSIS Support	7/4/2010
Explorer 8000HD	4004564	Explorer 8000HD Home Entertainment Server with 160 GB, DVI Output, and no Dual IEEE 1394 Ports	2/23/2010
Explorer 8000HD	4005432	Explorer 8000HD Set-Top with High-Definition Television Support	12/10/2008
Explorer 8000HD	4005534	Explorer 8000HD Home Entertainment Server with 80 GB Hard Drive, DVI and Dual IEEE 1394 Ports	10/19/2009

Model	Part Number	Description	Repair Support End Date
Explorer 8000HD	4005536	Explorer 8000HD Home Entertainment Server with 80 GB Hard Drive, DVI, and no Dual IEEE 1394 Ports	8/31/2009
Explorer 8000HD	4008618	Explorer 8000HD Set-Top	11/16/2009
Explorer 8000HD	749960	Explorer 8000HD DVR Developer Set-Top with 160 GB Hard Drive	2/8/2011
Explorer 8000HD	749970	Explorer 8000HD Home Entertainment Server with 160 GB Hard Drive, DVI, and Dual IEEE 1394 Ports	3/14/2010
Explorer 8000SD	4004567	Explorer 8000SD DVR Set-Top with 80 GB Hard Drive and no 1394 Output	11/3/2010
Explorer 8000SD	4004570	Explorer 8000SD DVR Set-Top with 80 GB Hard Drive and no 1394 Output	6/30/2009
Explorer 8000SD	736360	Explorer 8000SD DVR Set-Top with Modem, Internet Access, 80 GB Hard Drive, and Dual IEEE 1394 Ports	7/6/2009
Explorer 8000SD	749400	Explorer 8000SD DVR Developer Set-Top with 80GB Hard Drive	8/12/2008
Explorer 8000SDJ	749590	Explorer 4200SDJ Developer Set-Top for Japan with 16 MB Flash Memory and 32 MB DRAM	4/25/2007
Explorer 8010SD	752260	Explorer 8010SD DVR Set-Top with 80 GB Hard Drive and 1394 Output	2/9/2010
Explorer 8010SD	752400	Explorer 8010SD Set-Top	8/1/2007
Explorer 8200HDJ	4004733	Explorer 8200HDJ Set-Top, with Modem and Internet Access for Japan	9/11/2013
Explorer 8200HDJ	4005926	Explorer 8200HDJ Set-Top with Modem, Internet Access, and USB Port	2/14/2010
Explorer 8200SDJ	4005925	Explorer 8200SDJ Set-Top with Modem, Internet Access, and USB Port	3/7/2010
Explorer 8240HD	4010036	Explorer 8240HD Digital-Only DVR with 160 GB Hard Drive, HDMI™, and Dual IEEE 1394 Outputs	4/8/2012

Production Status List

Model	Part Number	Description	Repair Support End Date
Explorer 8240SD	4010040	Explorer 8240SD Digital-Only DVR with 80 GB Hard Drive	4/8/2012
Explorer 8300	4006778	Explorer 8300 Developer Set-Top with PAL Support	6/4/2012
Explorer 8300DVB	4015867	Explorer 8300DVB Set-Top	9/6/2011
Explorer 8300HD (Multi-Room™)	4003590	Explorer 8300HD Developer Multi-Room DVR with 160 GB Hard Drive, HDMI, and Dual IEEE 1394 Outputs	3/11/2012
Explorer 8300HD	4003610	Explorer 8300HD Multi-Room DVR Home Entertainment Set-Top, with Modem, Internet Access, 160 GB Hard Drive, and HDMI	1/26/2011
Explorer 8300HD	4006190	Explorer 8300HD DVR with 160 GB Hard Drive, and HDMI	12/31/2013
Explorer 8300HD	4006775	Explorer 8300HD Multi-Room DVR with 160 GB Hard Drive, HDMI, and Dual IEEE 1394 Outputs	1/21/2012
Explorer 8300HD	4006781	Explorer 8300 High-Definition Digital Video Recorder with 160 GB Hard Drive, HDMI, and Dual IEEE 1394 Ports	12/31/2013
Explorer 8300HD	4007292	Explorer 8300HD DVR Home Entertainment Server with 160 GB Hard Drive and Cablevision Logo	9/20/2010
Explorer 8300HD	4008272	Explorer 8300HD Set-Top with DAVIC Support and 160 GB Hard Drive	1/28/2010
Explorer 8300HD	4008309	Explorer 8300HD Developer Multi-Room DVR with 160 GB Hard Drive, HDMI, DOCSIS, and Dual IEEE 1394 Outputs	5/14/2013
Explorer 8300HD	4008561	Explorer 8300HD DVR with DOCSIS Support, 160 GB Hard Drive, and 64 MB Application Memory	6/29/2010
Explorer 8300HD	4009287	Explorer 8300HD DVR with 160 GB Hard Drive, HDMI, DOCSIS, and Dual IEEE 1394 Outputs	5/14/2012

Model	Part Number	Description	Repair Support End Date
Explorer 8300HD	4023802	Explorer 8300HD DVR with 320 GB Hard Drive, 64 MB RAM, HD Outputs, and DOCSIS Support	10/26/2013
Explorer 8300HDM	4006851	Explorer 8300HDM Developer Multi-Room DVR with DAVIC Support	8/12/2009
Explorer 8300HDM	4009098	Explorer 8300HDM Multi-Room DVR for Cablevision with 160 GB Hard Drive and 64 MB Application Memory	3/27/2010
Explorer 8300HDM	4011816	Explorer 8300HD Multi-Room DVR with 160 GB Hard Drive, HDMI, DOCSIS, 128 MB Application Memory, and Dual IEEE 1394 Outputs	9/12/2012
Explorer 8300SD	4003980	Explorer 8300 Digital Video Recorder with 80 GB Hard Drive	12/31/2013
Explorer 8300SD	4007317	Explorer 8300SD Multi-Room DVR, with 80 GB Hard Drive	4/28/2012
Explorer 8300SD	4007950	Explorer 8300SD Multi-Room DVR with 80 GB Hard Drive and Dual IEEE 1394 Outputs	9/19/2011
Explorer 8300SD	4007951	Explorer 8300 Digital Video Recorder with 80 GB Hard Drive and Dual IEEE 1394 Ports	12/31/2013
Explorer 8300SD	4008560	Explorer 8300SD DVR with 80 GB Hard Drive and DOCSIS Support	2/4/2013
Explorer 8300SD	4008625	Explorer 8300SD DVR with 80GB Hard Drive and no Dual IEEE 1394 Ports	11/16/2009
Explorer 8300SDC	4016232	Explorer 8300SDC Set-Top with 160 GB Hard Drive and DOCSIS Support	6/18/2012
Explorer Z50DVB	4009445	Explorer Z50DVB Set-Top BKK with no Modem and no Internet Access	1/19/2011
Explorer Z50DVB	4011071	Explorer Z50DVB ASTRAL Set-Top with Modem and no Internet Access	12/17/2011
Explorer Z55DVB	4017667	Explorer Z55DVB Set-Top with Audio/Video Cable	3/12/2013

Production Status List

Model	Part Number	Description	Repair Support End Date
Explorer Z55DVB	4022477	Cisco Z255DVB Digital Broadcast Set-Top with Remote Control and Audio/Video Cable	9/22/2013
Explorer Z60DVB	4014466	Explorer Z60DVB Set-Top	10/16/2012
Explorer Z60DVB	4018201	Z60DVB-NM Set-Top with Audio/Video Cable	4/7/2013
Explorer Z60DVB	4018279	Explorer Z60DVB Set-Top with Audio/Video Cable	4/8/2013
Explorer Z65DVB	4018362	Explorer Z65DVB-NM Set-Top	1/22/2013
Explorer Z67DVB	4022352	Cisco Z67DVB Digital Broadcast Set-Top	1/15/2013
Explorer Z260DVB	4022479	Cisco Z260DVB Digital Broadcast Set-Top with Remote Control and Audio/Video Cable	10/21/2013
MCP-100	4010299	MCP-100 DVR-DVD with 160 GB Hard Drive, HDMI, DOCSIS, Multi-Room Capability, and Dual IEEE 1394 Outputs	12/26/2011

For More Information

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.



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