



# Operations Alert Bulletin

## Checking EID Values for Encrypted VOD

### Background

An entitlement identifier (EID) value is incremented for every encrypted VOD session. Set-tops with embedded security have been found to have an EID range that is out of sync with older versions of the DNCS. These set-tops only accept EID values between 0x80000000 and 0x8FFFFFFE.

The concern for large systems that have had a high volume of encrypted VOD usage for several years is that they may be reaching the upper limit for the EID values that embedded security set-tops will accept. Once this threshold is reached, no embedded security set-top on the system will be able to decrypt VOD streams. This will cause black screens for all encrypted VOD sessions on embedded security set-tops.

#### Notes:

- CableCARD™ hosts have the proper range and have never been affected.
- The issue has been addressed in the following software releases:
  - DNCS System Release versions 4.3.1, 4.3.2, 4.4.1 SP1, and 5.0;
  - Patch Releases SR 2.8/3.8/4.2 SP3p4 and 4.3.0.14p5EP28.

Cisco® has developed a script that checks the current EID value and warns if it is getting too close to the upper limit. With site approval, these systems can have the EID values reset.

The script has no operational impact and takes seconds to run. Resetting the EID value will require a stop and start of the camEx process on the DNCS. The restart takes a few minutes to complete. During this time, no encrypted VOD sessions can be set up.

## Recommendations

Service providers that have not installed the system software releases and patch releases mentioned above should immediately contact the Cisco® Services Technical Assistance Center (TAC) to have the EID value checked. Any site with an EID value greater than 0x84000000 can have the parameter reset to 0x80000000.

Once this process is successfully completed, sites will be able to set up over 200 million encrypted sessions before the issue is encountered again. At a run rate of one million encrypted sessions per week, that amounts to almost four years of operation.

## Corrective Actions

The long-term solution is to install the DNCS System Release or Patch Release that is most appropriate for your system (refer to the releases listed in the Notes under Background).

## About This Bulletin

### Audience

This document was written for headend system administrators and operators. Field service engineers and Cisco Services engineers will also find the information in this document helpful.

### Document Version

This is the third formal release of this document. In addition to minor text and graphic changes, the following table provides the technical changes to this document.

<b>Description</b>	<b>See Topic</b>
Changed EID range upper limit to 8FFFFFFE	<i>Background</i> (on page 1)
Changed notes	<i>Notes</i> (on page 1)
Changed recommendations	<i>Recommendations</i> (on page 2)
Changed corrective actions	<i>Corrective Actions</i> (on page 2)

## For More Information

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



Cisco Systems, Inc.  
5030 Sugarloaf Parkway, Box 465447  
Lawrenceville, GA 30042

678 277-1120  
800 722-2009  
[www.cisco.com](http://www.cisco.com)

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks).

CableCARD is a trademark of Cable Television Laboratories, Inc.

Other third party trademarks mentioned are the property of their respective owners.

The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1009R)

Product and service availability are subject to change without notice.

© 2009, 2011, 2012 Cisco and/or its affiliates. All rights reserved.

March 2012

Printed in the USA

Part Number 4029981 Rev C