

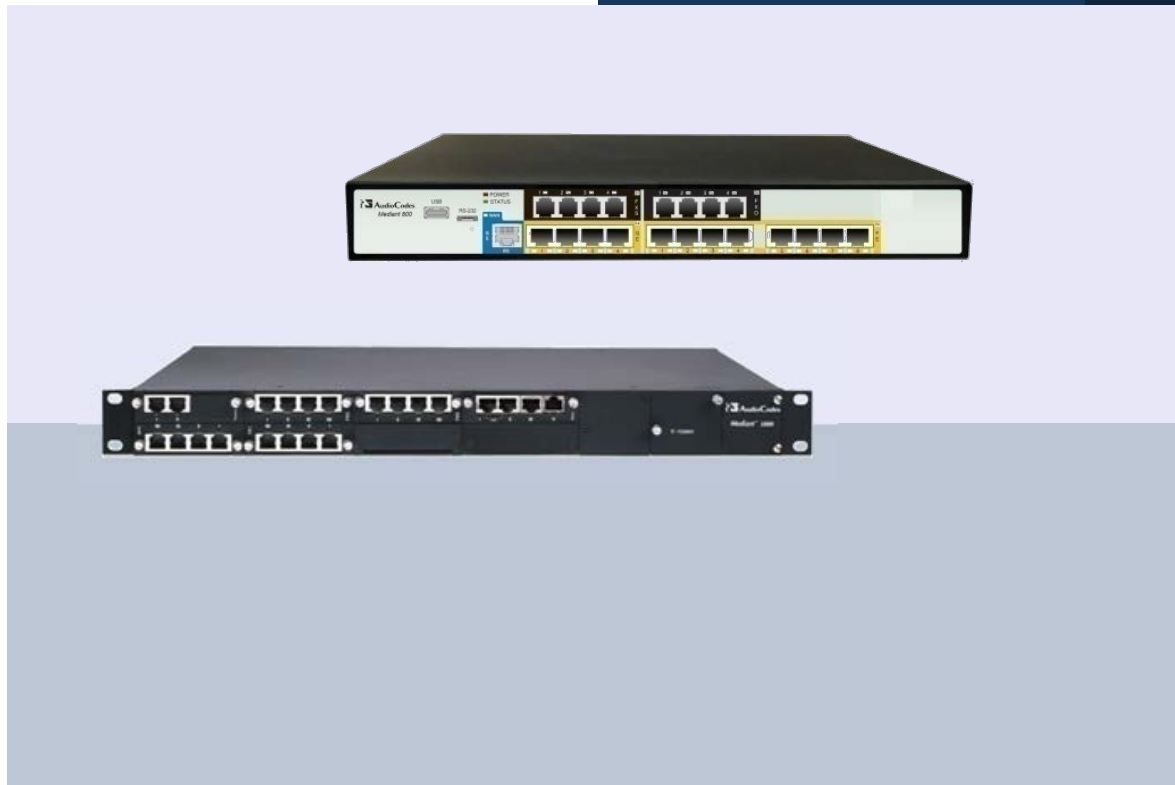
Multi-Service Business Gateway

Mediant™ 800 MSBG

Mediant™ 1000 MSBG

# Configuration Note

## Recover from Rescue Mode Procedure



July 2011

Document #: LTRT-30701



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## Notice

This document describes how to recover the device from rescue mode. This document is applicable to Mediant 800 MSBG and Mediant 1000 MSBG.

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## Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.



**Note:** Throughout this document, the term *device* refers to Mediant 800 MSBG and Mediant 1000 MSBG.

# 1 Introduction

This document describes the Recover from Rescue mode procedure. This procedure is designed to eliminate the necessity for software-related Return Merchandise Authorization (RMA) transactions for scenarios in which the device has entered "rescue" mode.

In rescue mode, the device becomes non-operational (i.e., connectivity with the device is lost) and the following occurs:

- The device sends BootP requests (from LAN Port #1) – this is the device's call for help ("rescue")
- The rest of the device's LAN ports become disabled
- Mediant 1000 MSBG: the **WAN** LED flashes green and red
- Mediant 800 MSBG: the **Status** LED flashes green

The device may enter rescue mode due to, for example, any of the following:

- Incorrect configuration that causes the device to crash on startup
- Problems during software upgrade

**Reader's Notes**



## 2 Recovering from Rescue Mode Procedure

The procedure below describes how to recover the device from rescue mode.

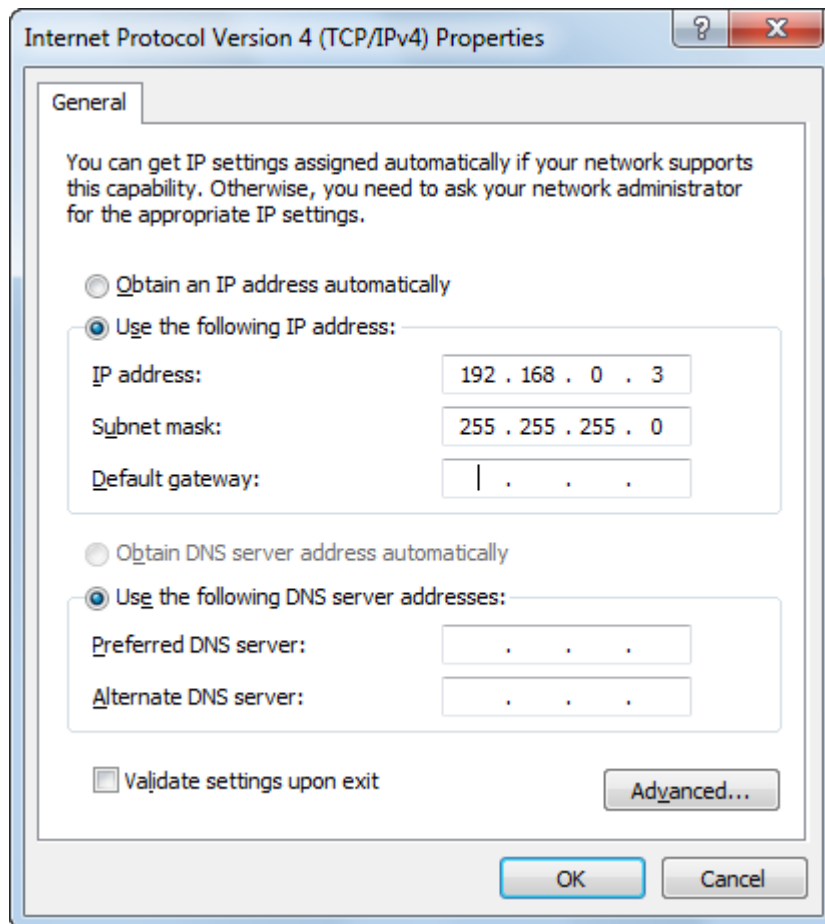


**Note:** Do not connect the device's WAN port until the entire rescue process has completed successfully and you can access the Web interface.

➤ **To recover the device from rescue mode:**

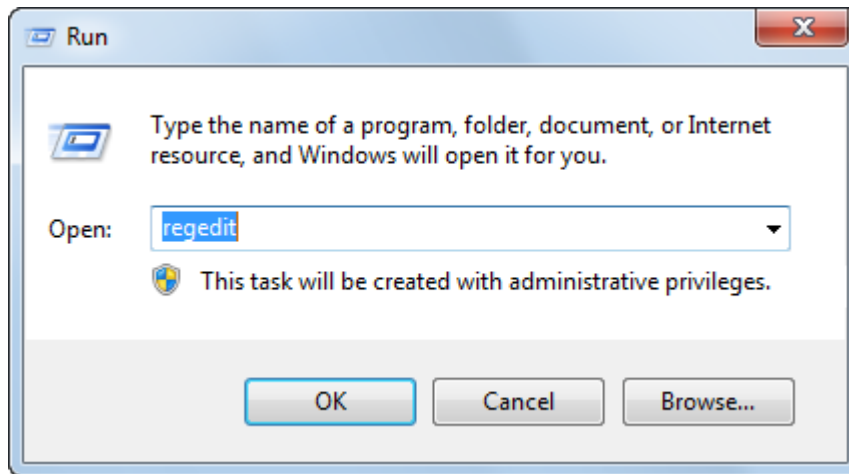
1. Power down the device (by unplugging the power cable from the chassis).
2. Connect a computer (or laptop) to the device's LAN Port #1.
3. Assign the computer the static IP address 192.168.0.3 and subnet 255.255.255.0, as shown below:

**Figure 1: Setting Static IP Address for Computer**



4. Verify that computer's maximum transmission unit (MTU) is set to 1500. If the MTU is lower than this, modify it in Windows Registry Editor as follows:
  - a. Open the Registry Editor, by typing "regedit" in the Run dialog box (**Start menu > Run**), and then clicking **OK** (for Windows XP/7):

**Figure 2: Accessing Windows Registry Editor**



- b. Open the following folder:  
*HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters\Interfaces\<Adapter ID>*
- c. Identify the <Adapter ID> representing the network card that is connected to the device, by searching for the *IPAddress* field that is set to "192.168.0.3".
- d. Create a new DWORD value or modify the existing value called *MTU* and set it to the required MTU size in decimal (i.e., 1500).
- e. Restart the computer.

5. Open the BootP/TFTP utility and do the following:
  - a. Add a new client.
  - b. Configure the client with the device's MAC address (you can view the MAC address in the BootP message in Wireshark).
  - c. Assign the IP address 192.168.0.2 and subnet 255.255.255.0 to the device.
  - d. Select the \*.cmp file name for loading to the device.

The figure below displays the an example of the BootP client settings:

**Figure 3: Adding BootP Client (Example)**



**Notes:**

- Use only BootP Version 2.3.0.15 or later.
- Do not use the **-fb** switch option.
- Do not define an \*.ini file.

6. For monitoring the loading of the \*.cmp file to the device, it is recommended to establish a serial connection between the device and computer (i.e., using a serial cable).
7. Power up the device.
8. Manually initiate rescue mode, by pressing the device's hardware reset pinhole button for at least 30 seconds - **keep pressing** until a BootP request is sent by the device. Once the device sends a BootP request, release the button.

The device starts loading the \*.cmp file to the device, using TFTP.



**Note:** The BootP utility must reply to the device's BootP request immediately after the 30-second reset.

9. Check the \*.cmp file load progress on the serial terminal. Burning (saving) of the firmware to the device's flash memory takes approximately 15 minutes.



**Note:** Do not interrupt the file load process until you receive a message (on the serial terminal) notifying that the device is up and running.

10. Restore the computer's automatic IP network configuration:
  - a. Configure the TCP/IP Network interface to obtain an IP address automatically, and then click **OK**, as shown below:

**Figure 4: Setting Automatic IP Address for Computer**

- - b. Access Windows command prompt, by typing "cmd" in the Run dialog box (**Start** menu > **Run**), and then clicking **OK**.
  - c. At the prompt, type the following, and then press Enter:

```
ipconfig /release
```

- - 
  - 
  - d. At the prompt, type the following, and then press Enter:

```
ipconfig /renew
```

Connectivity to the device is now possible at its default factory IP address (192.168.0.2).

11. If at this stage the device issues a BootP request, repeat steps 1 through 12; if not, proceed to Step 12.
12. Verify that the device is loaded with the correct Software Upgrade Key:
  - a. Access the device's Web interface, and then open the 'Software Upgrade Key Status' page (**Maintenance** tab > **Software Update** menu > **Software Upgrade Key**).
  - b. Verify that the Software Upgrade Key is correct. If it is incorrect, a message is displayed informing you that no key exists and therefore, the device is available with minimum functionality. In this scenario, do the following:
    - a. In the 'Add a Software Upgrade Key', enter the Software Upgrade Key string.
    - b. Click the **Add Key** button.
    - c. Open the 'Maintenance Actions' page (**Maintenance** tab > **Maintenance** menu > **Maintenance Actions**) and then reset the device.



**Note:** If you are using a 5.6-based hardware version or lower (see the label on the CRMX module FASB0727/A05), and you did not manually upgrade the hardware components, you must use \*.cmp Version 5.6 for the rescue mode. If you are using a later hardware version (i.e., FASB0727/C01 and later), use \*.cmp Version 5.8 or later.

## Configuration Note