

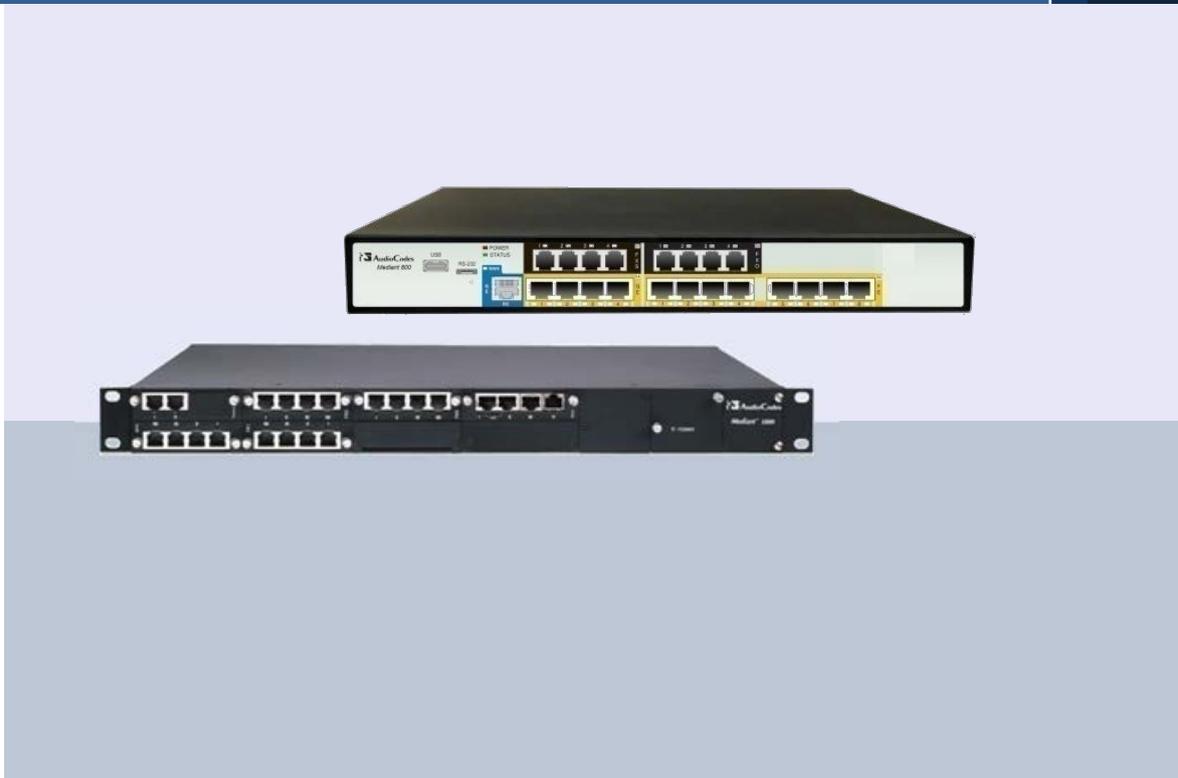
Multi-Service Business Gateway

Mediant™ 800 MSBG

Mediant™ 1000 MSBG

Configuration Note

Recover from Rescue Mode Procedure



March 2012

Document #: LTRT-30702



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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.

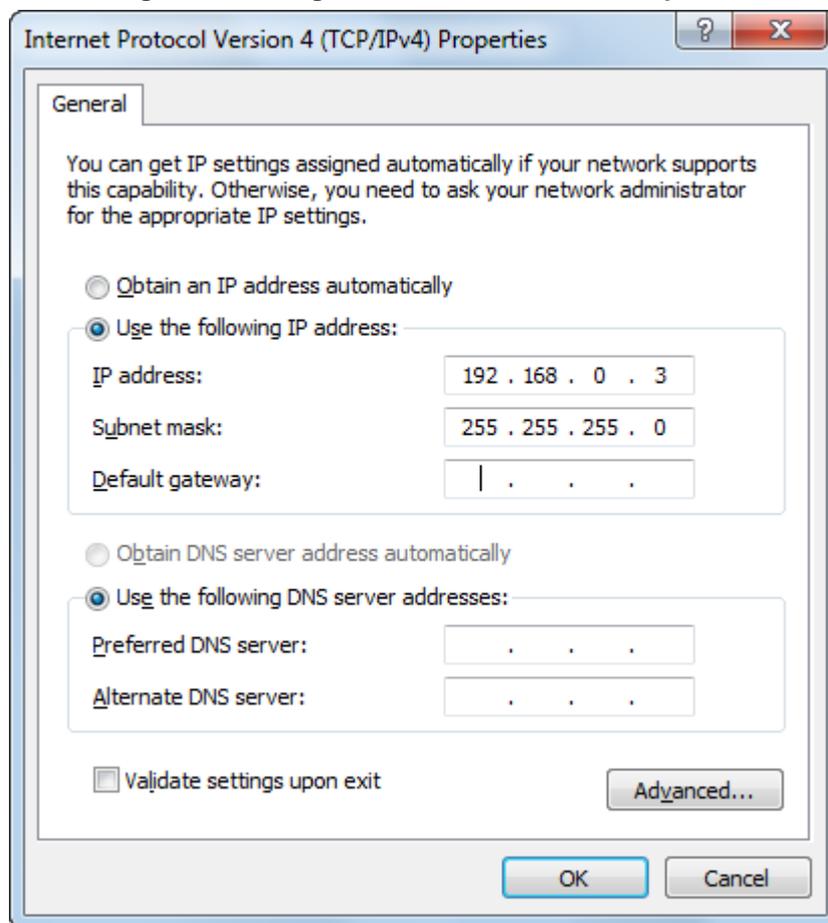


Note: Do not connect the device's WAN port until the entire rescue process has completed successfully and you can access the Web interface.

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

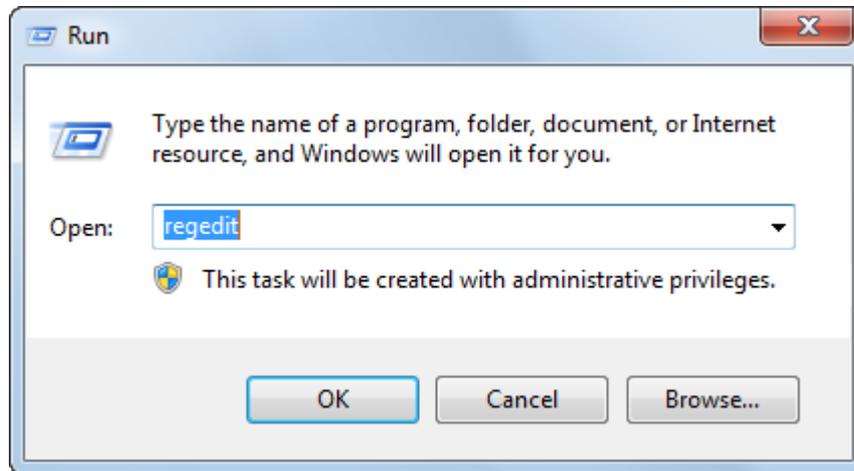
1. Power down the device (by unplugging the power cable from the chassis).
2. Connect a computer (or laptop) to the device's LAN Port #1.
3. Assign the computer the static IP address 192.168.0.3 and subnet 255.255.255.0, as shown below:

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

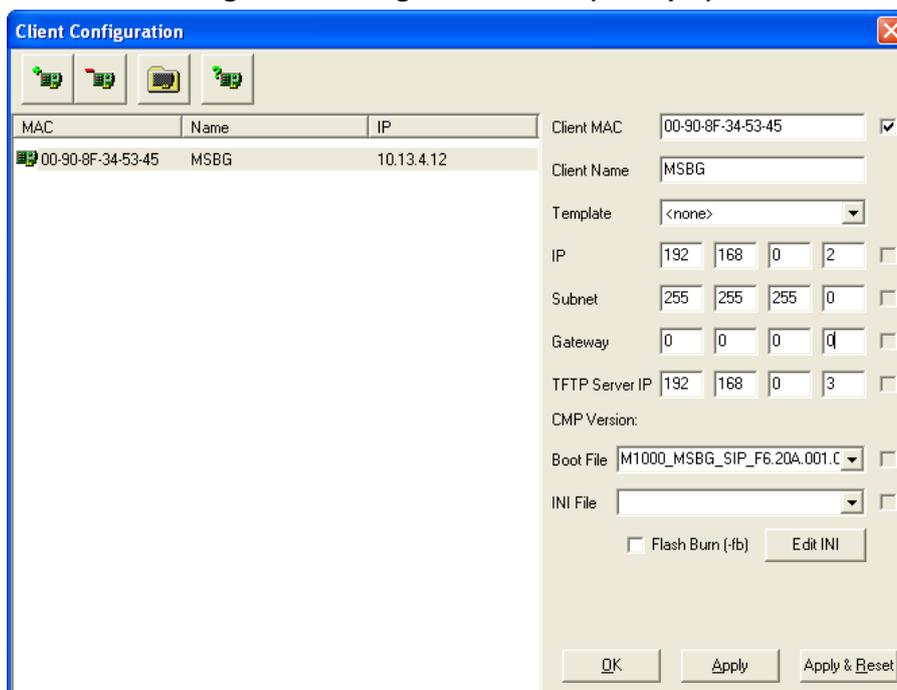


- b. Open the following folder:
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters Interfaces\<Adapter ID>
- c. Identify the <Adapter ID> representing the network card that is connected to the device, by searching for the *IPAddress* field that is set to "192.168.0.3".
- d. Create 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)



MAC	Name	IP
00-90-8F-34-53-45	MSBG	10.13.4.12

Client Configuration fields:

- Client MAC: 00-90-8F-34-53-45
- Client Name: MSBG
- Template: <none>
- IP: 192 168 0 2
- Subnet: 255 255 255 0
- Gateway: 0 0 0 0
- TFTP Server IP: 192 168 0 3
- CMP Version:
- Boot File: M1000_MSBG_SIP_F6.20A.001.C
- INI File:
- Flash Burn (-fb)

Buttons: OK, Apply, Apply & Reset



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.

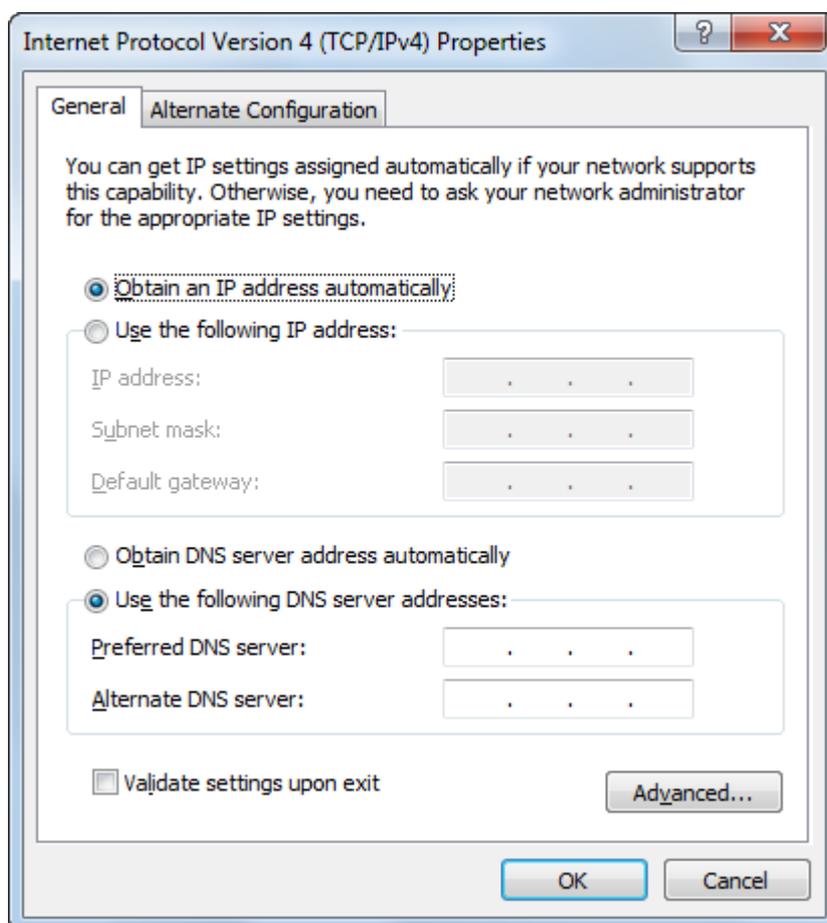
9. Check the *.cmp file load progress on the serial terminal. Burning (saving) of the firmware to the device's flash memory takes approximately 15 minutes.



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. If by any chance you do interrupt the process or network problems cause the device to receive an invalid file, the device will lose its previously loaded *.cmp file, and only this procedure can recover it.

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