

Multi-Service Business Routers

Session Border Controllers

Mediant™ Series

Configuration Note

Recovery from Rescue Mode Procedure



January 2014

Document #: LTRT-30705



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Notice

This document describes how to recover the device from rescue mode.

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Abbreviations and Terminology

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



Note: Throughout this document, unless explicitly mentioned, the term *device* refers to the AudioCodes product.

Reader's Notes

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
- **Status LED:**
 - **Flashes Green** - Mediant 500 MSBR, Mediant 500 E-SBC, Mediant 800B MSBR, Mediant 800B Gateway & E-SBC
 - **Lit Red** - Mediant 2600 and Mediant 4000
- **WAN** LED flashes green and red - Mediant 1000B MSBR

For example, the device may enter Rescue Mode in one of the following circumstances:

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

Reader's Notes

2 Recovering Device from Rescue Mode

The procedures below describe how to recover the device from rescue mode.



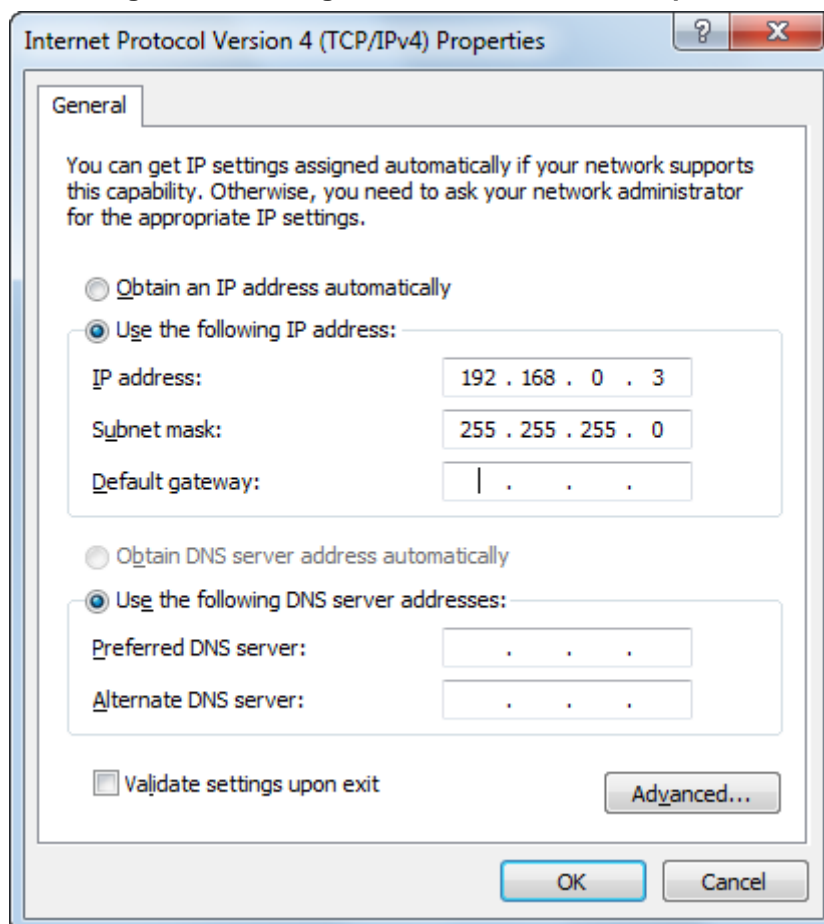
Notes:

- Do not connect the device's WAN port until the entire rescue process has completed successfully and you can access the Web interface (MSBR products only).
- 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).

➤ To recover the device from rescue mode:

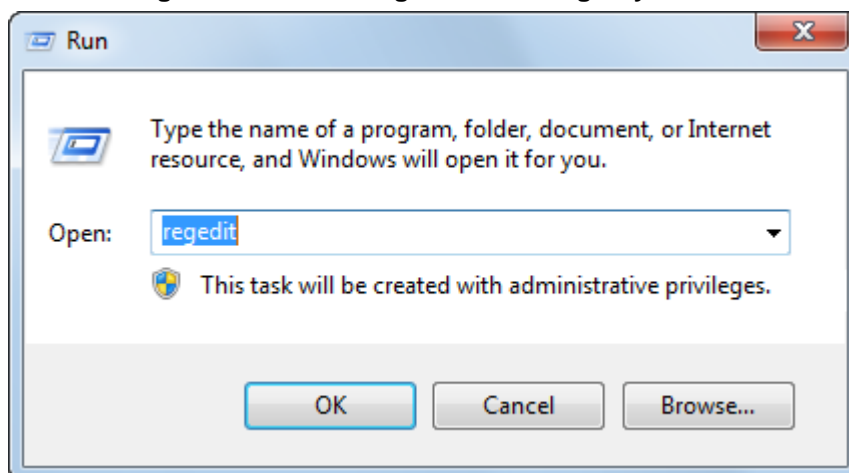
1. Power down the device by unplugging the power cable from the chassis.
2. Connect a computer (or laptop) to the device's LAN Port #1.
3. Assign your computer the static IP address 192.168.0.3 and subnet 255.255.255.0, as shown below:

Figure 2-1: Setting Static IP Address for Computer



4. Verify that the 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 click **OK** (for Windows XP/7):

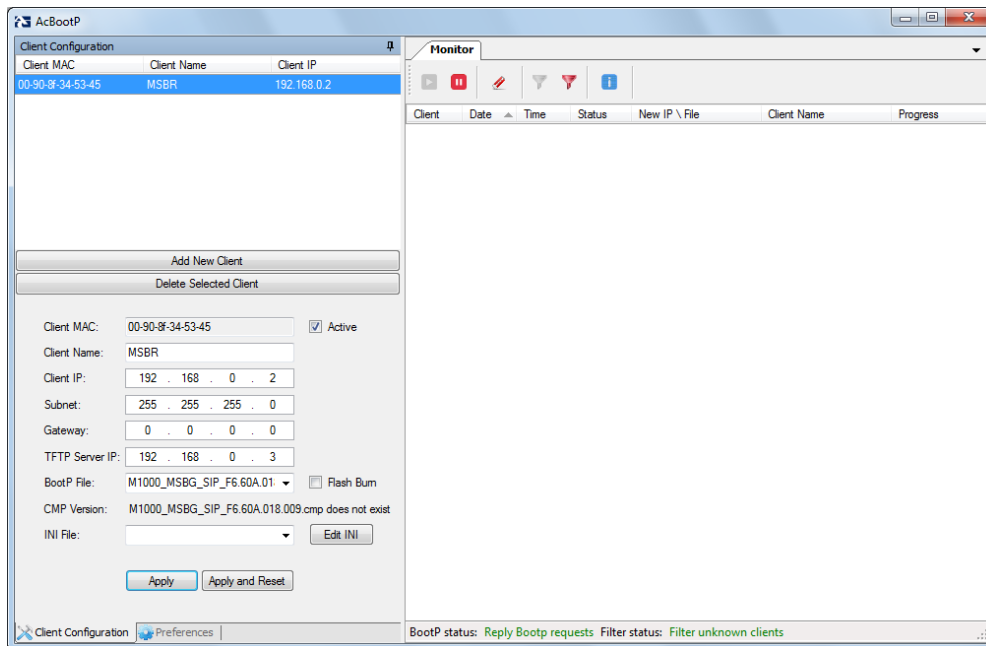
Figure 2-2: Accessing Windows Registry Editor



- 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. Start the AcBootP 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 AcBootP message in Wireshark).
 - c. Assign the IP address 192.168.0.2 and subnet 255.255.255.0 to the device.
 - d. In the TFTP Server IP field, enter the IP address of the computer to which the device is connected - 192.168.0.3. (This is the computer on which the AcBootP utility is running.)
 - e. Select the *.cmp file name for loading to the device.

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

Figure 2-3: Adding AcBootP Client (Example)



Notes:



- Only use AcBootP utility Version 2.3.0.15 or later.
- Do not select the Flash Burn check box.
- Do not select an *.ini file (INI File drop-down box).
- For more information on the AcBootP Utility, refer to document *AcBootP Utility User's Guide Ver. 1.0*.

6. Click **Apply**.
7. Power up the device by connecting it to the power source; a BootP request should be sent by the device. This request can be viewed in the AcBootP client.
8. If a BootP request is not viewed in the AcBootP client, press the device's hardware reset pinhole button until a BootP request is sent by the device. Once the device sends a BootP request, release the button.
9. If a BootP request is still not viewed, establish serial communication with the device (if you have not already done so) and do the following:
 - a. Hit any key to stop autoboot; the CLI menu is displayed.
 - b. At the prompt, enter the following command:
erase
The device flash memory is erased.
 - c. At the prompt, enter the following command:
reset
The device is reset.

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

10. If you wish, check the *.cmp file load progress on the serial terminal. Note that 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.

11. 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:
 - ◆ In the 'Add a Software Upgrade Key', enter the Software Upgrade Key string.
 - ◆ Click the **Add Key** button.
 - ◆ 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 for MSBR products), 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.

Reader's Notes

Configuration Note