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A Sierra Monitor Company

## ENOTE 0088

### Recovering the X25

Ver	5.17
Rev	1

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## 1 INTRODUCTION

A stalled X25 can be identified by the CPU LED not flashing at a 1Hz rate after a few minutes after cycling power to the X25. For larger configurations it could take up to 5 minutes to load before the CPU LED will start flashing.

## 2 RECOVERY FROM A BAD CONFIG DOWNLOAD

- This section of the procedure requires that you know the IP address of the X25. If you do not know the IP address, proceed to the Recovery using the Basic Firmware section.
- Power cycle the x25.
- Connect the X25 Ethernet port to the PC using a cat5 cable.
- Set the PC to a static IP address that matches the subnet of the X25.
- Open a Windows command prompt window on the PC.
- Type the following: ping <ip address of the X25>
  - E.g. ping 192.168.2.100
- If the ping fails, proceed to the Recovery using the Basic Firmware section.
- If the ping passes, type telnet <ip address of the X25>
  - E.g. telnet 192.168.2.100
- Enter the following information:
  - User: fst
  - Password: GkL91aMz
- For older units, use the following information:
  - User: root
  - Password: password
- Type 'cd jffs2' and then hit the 'enter' key.
- Type 'cd x25' and then hit the 'enter' key.
- Type 'rm config.csv' and then hit the 'enter' key.
- Type 'reboot' and then hit the 'enter' key.
- Connect to the X25 using Remote User Interface (RUI) and download a config file. After downloading the config, restart the X25 for the changes to take effect.

### 3 RECOVERY USING THE BASIC FIRMWARE

#### 3.1 Firmware Requirements

- Basic firmware files (X25jffs2.gz and X25uClinux.gz)
- Original firmware file (nlx25.bin)
- Original config file (config.csv)
- Null modem cable
- Cat5 cable
- TFTP Server (If you do not have one, we recommend using Solar Winds TFTP Server. [http://www.solarwinds.com/products/freetools/free\\_tftp\\_server.aspx](http://www.solarwinds.com/products/freetools/free_tftp_server.aspx))

#### 3.2 Procedure

- Obtain the basic firmware files and the original firmware file from Tech Support.
- Set the PC to a static IP address of 192.168.2.11.
- Connect the X25 Ethernet port to the PC using a cat5 cable.
- Start the TFTP server.
- Configure the TFTP server to transmit and receive files from the directory where the basic firmware files are saved.
- Using a null modem cable, connect serial port 1 of the X25 to the serial port of the PC.
- Start a HyperTerminal connection and set it for the following:
  - Baud – 9600
  - Data Bits – 8
  - Stop Bits – 1
  - Parity – None
  - Flow Control – None
- Power cycle the X25.
- While the serial LEDs are flashing, type in 'password' in the HyperTerminal window.
- Type "net my\_ip=192.168.2.100" and hit the 'enter' key.
- Type "save" and hit the 'enter' key.
- Type "update -os sip=192.168.2.11 file=X25uClinux.gz".
- Hit the 'enter' key.
- When prompted, type 'y' and hit the 'enter' key. Wait for the download to complete.
- When the download is complete, type "update -jffs2 sip=192.168.2.11 file=X25jffs2.gz".
- Hit the 'enter' key.
- When prompted type, 'y' and hit the 'enter' key. Wait for the download to complete.

- Type 'exit' to restart the X25.
- Connect to the X25 using Remote User Interface (RUINET) and download the original firmware file and the original config file. After downloading, restart the X25 for the changes to take effect.