



A Sierra Monitor Company

ENOTE 0094

Recovering a QuickServer

FS-QS-10xx¹/FS-QS-12xx

Ver	6.04
Rev	1

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¹ For the FS-QS-1011 model, this ENOTE is only applicable for serial numbers that start with 12 or higher

1 INTRODUCTION

This document describes how to recover the QuickServer FS-QS-10xx and FS-QS-12xx models. Please note that the configuration and all previous settings will be erased. Please request the following from FieldServer Technical Support:

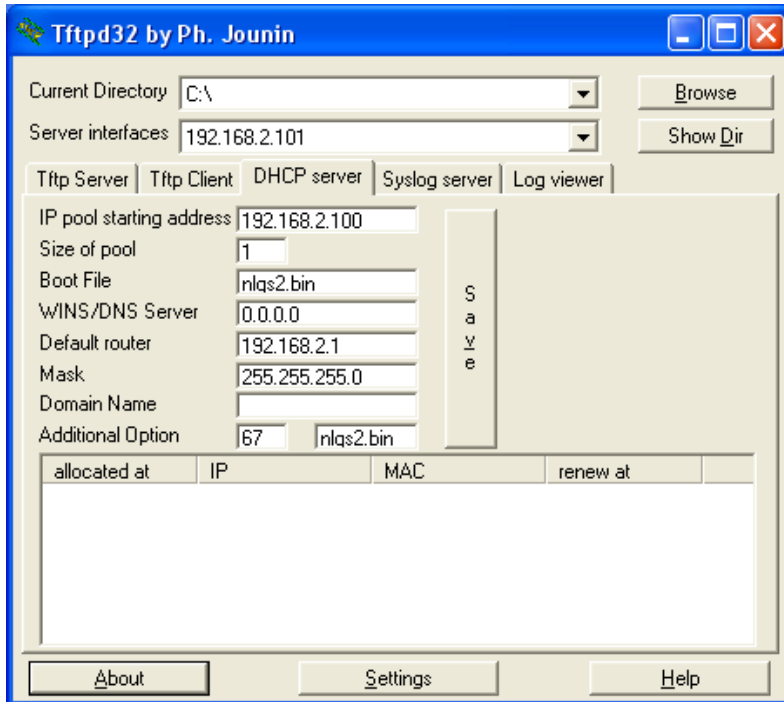
- DCC Firmware
- Original or Default Configuration File

2 RECOVERY PROCEDURES

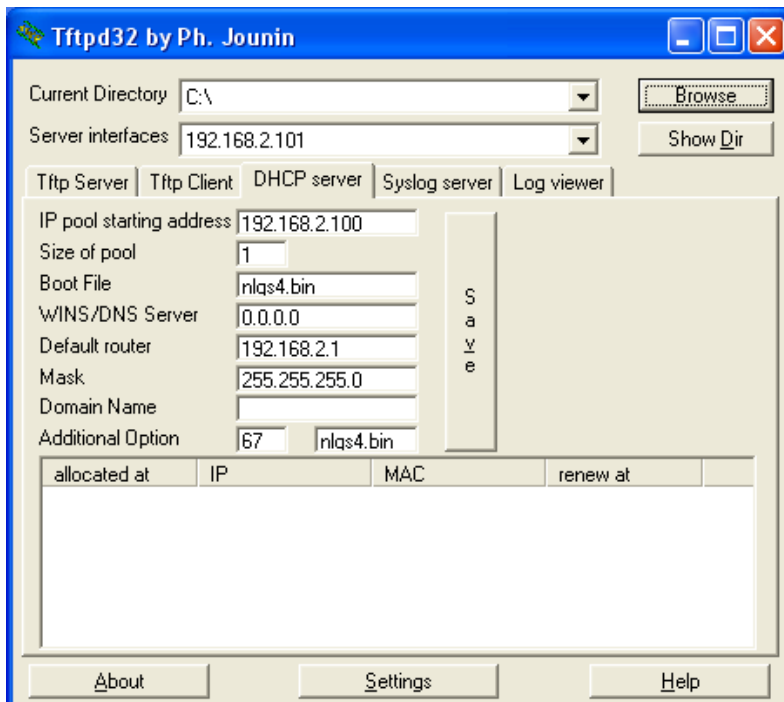
2.1 Software Installation Procedure

- The recovery software and firmware is located in the FST USB stick supplied with the QuickServer in the following folder: Librart\Recovery Firmware\TFTPD32
 - Copy this folder to a location on your computer that will be used for recovery.
- Ensure that there are no other DHCP servers on the network with the unit and the user's PC. If necessary, build a small network with either a direct connection to the unit or with a switch.
- Set your PC to a static IP address of 192.168.2.101.
- Double click on the TFTPD32 executable to start the program.
- Go to the DHCP tab.
 - Set the "IP pool starting address" to 192.168.2.100.
 - Set the "Size of pool" to 1.
 - For QuickServers with serial numbers starting with 11
 - Set the "Boot File" to nlqs2.bin.
 - For QuickServers with serial numbers starting with 12 or higher
 - Set the "Boot File" to nlqs4.bin.
 - Leave the "WINS/DNS server" and the "Default router" at their default values.
 - Set the "Mask" to 255.255.255.0.
 - For QuickServers with serial numbers starting with 11
 - Set the "Additional Option" to 67 and nlqs2.bin.
 - For QuickServers with serial numbers starting with 12 or higher
 - Set the "Additional Option" to 67 and nlqs4.bin.

2.1.1 QuickServers with Serial Numbers starting with 11

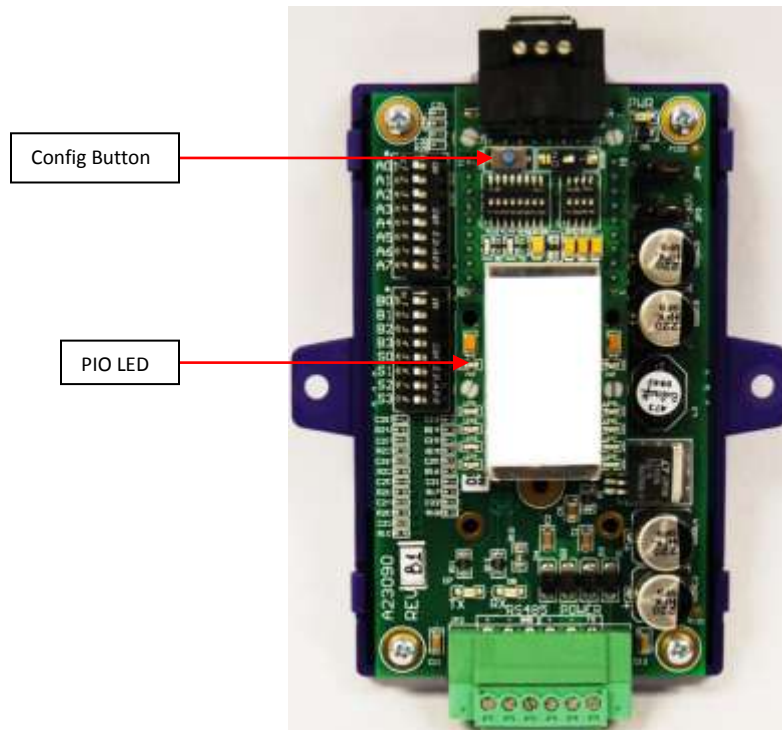


2.1.2 QuickServers with Serial Numbers starting with 12 or higher



2.2 Downloading Procedure

- Install and run tftpd32 (see Software Installation Procedure).
- Pull the top off of the QuickServer enclosure.
- While pressing and holding the blue CONFIG button on the unit, power up the unit. The PIO LED should be on solid green.



- Hold the button for 5 seconds after power up.
- Go to the “Log viewer” tab in tftpd32.
- The following messages should appear:

```
Rcvd DHCP Discover Msg for IP 0.0.0.0, Mac 00:40:9D:43:35:97 [20/04 11:37:36.421]
DHCP: proposed address 192.168.2.100 [20/04 11:37:38.827]
2140 Request 2 not processed [20/04 11:37:38.890]
Rcvd DHCP Rqst Msg for IP 0.0.0.0, Mac 00:40:9D:43:35:97 [20/04 11:37:38.952]
Previously allocated address 192.168.2.100 acked [20/04 11:37:40.452]
Connection received from 192.168.2.100 on port 18000 [20/04 11:37:40.452]
Read request for file <nlqs2.bin>. Mode octet [20/04 11:37:40.452]
Using local port 1156 [20/04 11:37:40.452]
2140 Request 2 not processed [20/04 11:37:40.515]
<nlqs2.bin>: sent 1884 blks, 964237 bytes in 1 s. 0 blk resent [20/04 11:37:41.546]
```

- The last line is very important because it means the recovery firmware has been resent to the unit.
- Close TFTP32 immediately.

- The RUN LED will flash once per second indicating that the unit is running.
- The unit will have an IP of 192.168.2.100. The configuration and all previous settings will be erased.
- **Before rebooting the unit again make sure to load the final DCC firmware and config that will be required on the unit.** If the DCC firmware is not loaded, any changes to the unit will be reset to factory default on the next restart.