Configuration Note

AudioCodes Gateways, SBCs and MSBRs

Recovering from Rescue Mode

Version 7.2

audiocodes

Notice

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Document Revision Record

LTRT	Description
30705	Initial release
30706	Mediant 500Li MSBR added.

Table of Contents

1 Introduction

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

The device may enter Rescue mode, for example, in one of the following circumstances:

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

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 other LAN ports become disabled.
- LED state:

Device	Status LED	WAN LED
Mediant 500 MSBR Mediant 500 Gateway & E-SBC Mediant 800B MSBR Mediant 800B Gateway & E-SBC Mediant 500Li MSBR	Green flashing	n/a
Mediant 2600 E-SBC Mediant 4000 SBC	Red on	n/a
Mediant 1000B MSBR	n/a	Green / Red flashing

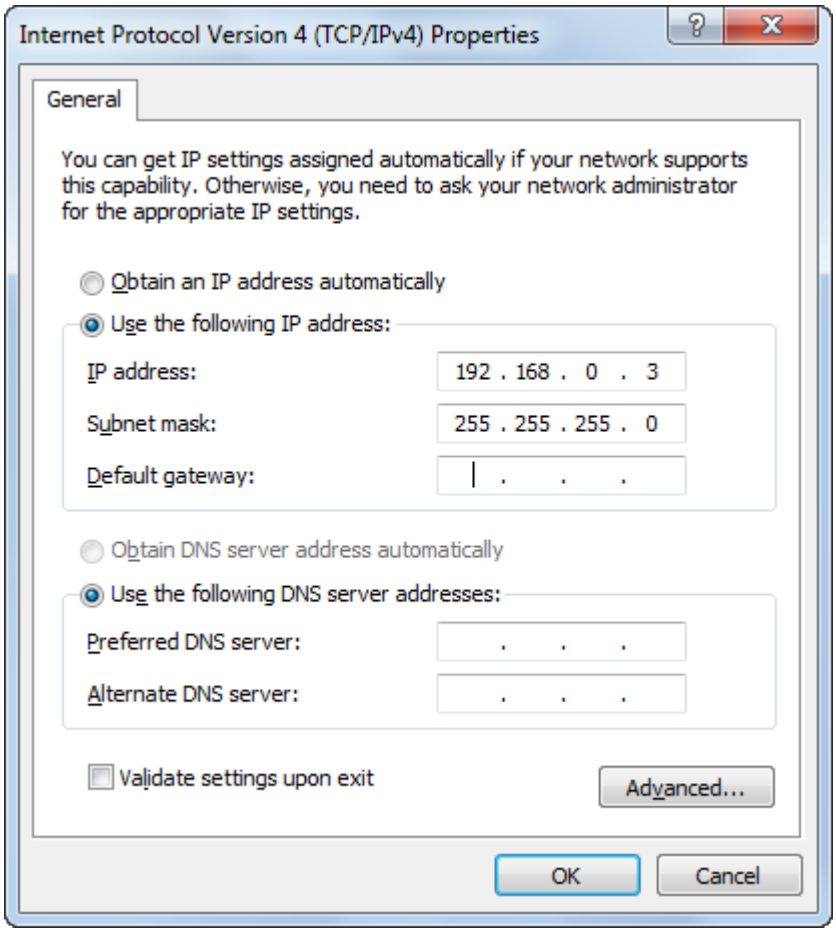
2 Recovering Device from Rescue Mode

This section describes how to recover the device from Rescue mode.

- For MSBR products only: Don't connect the device's WAN port until the entire rescue process has completed successfully and you can access the Web interface.
- For monitoring the uploading of the software file (*.cmp) to the device, it's recommended that you establish a serial connection between the device and a computer (i.e., using a serial cable).

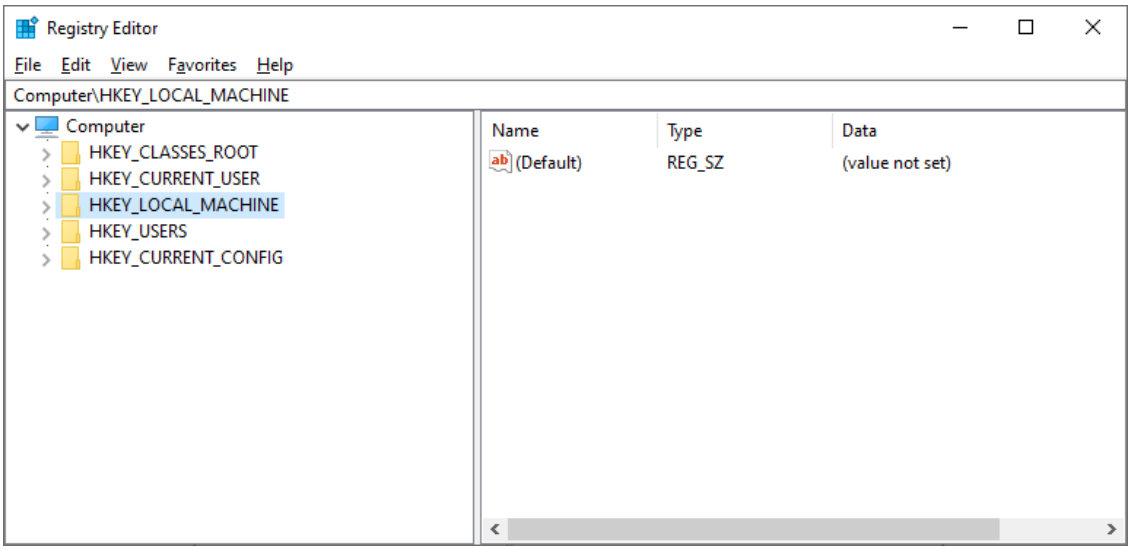
➢ **To recover device from Rescue mode:**

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:



4. Verify that your 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. In the search box on Windows taskbar, type "regedit", and then select **Registry Editor** from the results:



b. Access the following folder: **HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters\Interfaces\<Adapter ID>**

c. Identify the <Adapter ID> representing the network card 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 your computer.

5. Start AudioCodes AcBootP utility, and then do the following:

a. Add a new client.

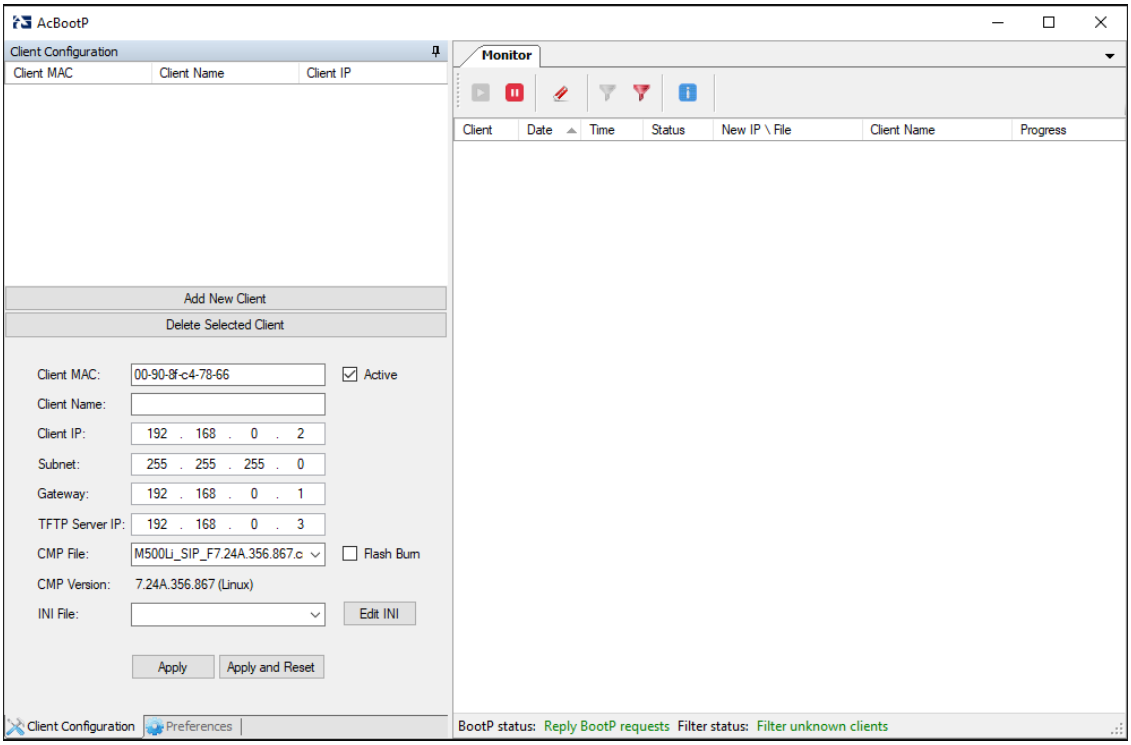
b. Configure the client with the device's MAC address. You can view the MAC address in the AcBootP message using Wireshark. You can also view the MAC address ("MAC GW LAN") on the label located on the bottom of the chassis.

c. Assign the the device with IP address 192.168.0.2 and subnet 255.255.255.0.

d. In the 'TFTP Server IP' field, enter the IP address (i.e., 192.168.0.3) of the computer to which the device is connected (and on which AcBootP is running).

e. Select the *.cmp file name that you want to upload to the device.

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



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

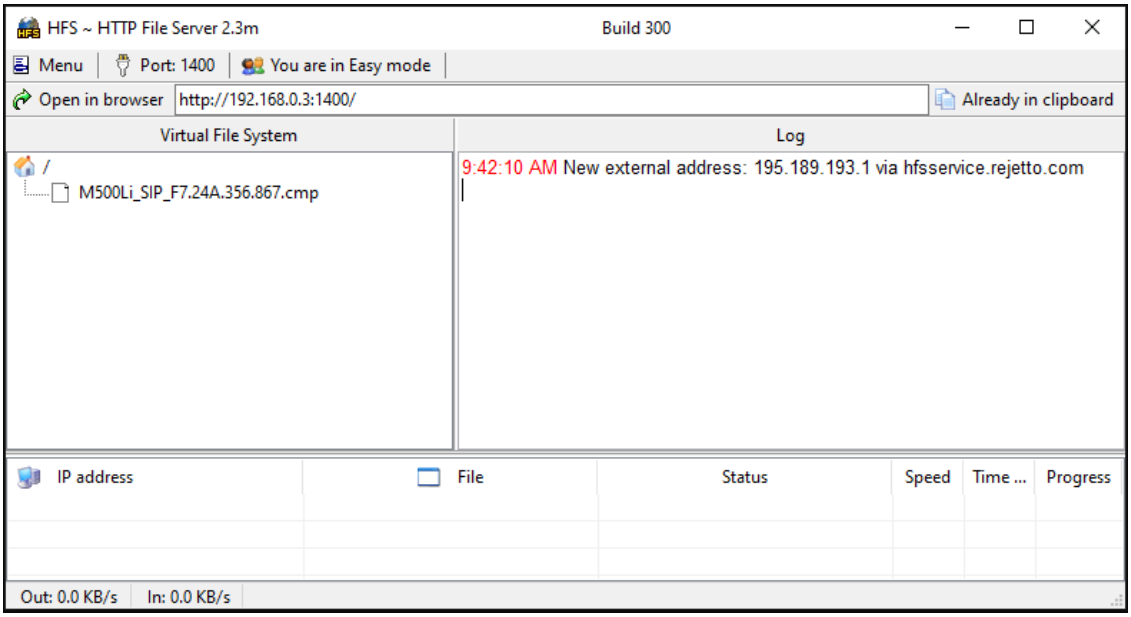
f. Click **Apply**.

6. **(Mediant 500Li MSBR Only)** In parallel to the ACBootP utility, do the following:

   a. Open any HTTP server.

   b. Set the listening port to 1400.

   c. Select the *.cmp file name that you want to upload to the device (same as selected in the ACBootp utility, above):



7. Power up the device by connecting it to the power source; a BootP request is sent by the device. You can view this request in the AcBootP client. If a BootP request is not displayed 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. The device starts loading the *.cmp file to the device through TFTP.
8. (Optional) You can view the *.cmp file upload progress on the serial terminal.
9. **(Mediant 500Li MSBR Only)** The device boots from the uploaded *.cmp file and after two minutes, downloads the *.cmp file through the HTTP server.

> The burning (saving) of the firmware to the device's flash memory takes approximately 1.5 minutes. Don't interrupt the file upload process until you receive a message (on the serial terminal) notifying that the device is up and running. If you interrupt the process, or network problems cause the device to receive an invalid file, the device loses its previously uploaded *.cmp file, and only this procedure can recover it.

10. Verify that the device is installed with the correct License Key:
    a. Access the device's Web interface, and then open the License Key page (**Setup** tab > **Administration** menu > **License** folder > **License Key**).
    b. Verify that the License Key is correct. If it's 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:
        i. Click the **Load String** button, paste the correct License Key string in the text box, and then click **Apply**.
        ii. Open the Maintenance Actions page (**Setup** tab > **Administration** menu > **Maintenance** folder > **Maintenance Actions**), and then reset the device.

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