

# Using recovery mode

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To recover the CMU, use the following procedures:

- [Entering recovery mode](#) on page 7-69
- [Selecting recovery option](#) on page 7-70
- [Upgrading software image](#) on page 7-71
- [Resetting IP and Ethernet configuration to factory defaults](#) on page 7-72
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- [Downgrading PTP 800 software](#) on page 7-75

For a general description of the recovery mode, see [Recovery mode](#) on page 1-60.



## Note

When the CMU is in recovery mode, it cannot be recovered via a remote network connection. It can only be recovered from a PC that is directly connected to the Management port using the default IP address 169.254.1.1.

## Entering recovery mode

When the CMU Modem LED ([Table 5](#)) blinks red, the CMU has entered recovery mode automatically. The CMU may enter recovery mode automatically in the following circumstances:

- When a checksum error occurs for the main application software image.
- When the Short Power Cycle for Recovery attribute is enabled ([Table 230](#)), the CMU is power cycled and the off period is between one and five seconds.

**Procedure** – To enter recovery mode manually:

- 1 Power off the CMU.
- 2 Press the CMU front panel Recovery button ([Figure 4](#)).
- 3 Keep the Recovery button pressed while powering on the CMU. Keep the Recovery button pressed for at least 20 seconds after powering on.
- 4 Wait until the CMU Modem LED blinks red, indicating that the CMU is in recovery mode.
- 5 Proceed with recovery options, as described below.

## Selecting recovery option

Use this procedure to select the CMU recovery option.

### Preparation:

- Check that the CMU is in recovery mode. When the CMU Modem LED ([Table 5](#)) blinks red, the CMU is in recovery mode.

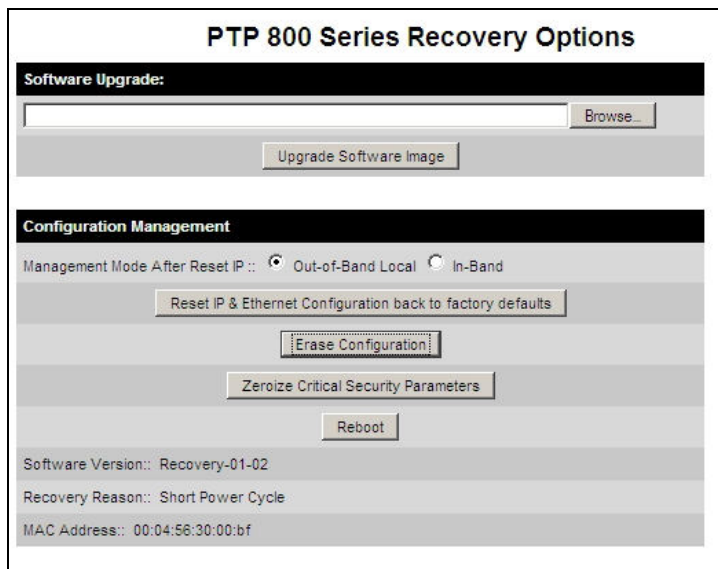
### Procedure:

- Start the web browser.
- Type IP address **169.254.1.1** into the address bar and press ENTER. The Recovery Mode Warning page is displayed ([Figure 219](#)).
- Click anywhere on the Recovery Mode Warning page. The Recovery Options page is displayed ([Figure 220](#)).
- Select the required recovery option and perform the recovery task ([Table 265](#)).

**Figure 219** Recovery Mode Warning page



**Figure 220** Recovery Options page



**Table 265** Recovery options

Option	Recovery task
Upgrade Software Image	<a href="#">Upgrading software image</a> on page 7-71.
Management Mode After Reset IP	This option selects the management mode that will be configured following reset of the IP and Ethernet configuration, or following erasure of all configuration data.
Reset IP & Ethernet Configuration back to factory defaults	<a href="#">Resetting IP and Ethernet configuration to factory defaults</a> on page 7-72.
Erase Configuration	<a href="#">Erasing configuration</a> on page 7-73.
Zeroize Critical Security Parameters	<a href="#">Zeroizing CSPs</a> on page 7-74.
Reboot	This option is used to reboot the CMU after resetting configuration or parameters, as described in the above recovery tasks.

## Upgrading software image

Use this procedure when the CMU is in recovery mode to replace a corrupt or unwanted software image.

### Preparation:

Check that the Recovery Options page is displayed ([Figure 220](#)).

### Procedure:

- 1 Click **Browse**. Navigate to the folder containing the required software image (PTP 800-nn-mm.dld2) and click **Open**.
- 2 If software corruption is suspected, select the software image that was installed when the CMU went into recovery mode. If an incorrect image has been loaded, select the correct software image.
- 3 Click **Upgrade Software Image**. The Software Upgrade Confirmation page is displayed ([Figure 221](#)).

- 4 Click **Program Software Image into Non-Volatile Memory**. The Progress Tracker page is displayed. On completion, the Software Upgrade Complete page is displayed (Figure 222).
- 5 Click **Reboot Wireless Unit**. The Reboot Confirmation dialog is displayed.
- 6 Click **OK**. The reboot progress message is displayed. On completion, the CMU restarts with the new software installed.

**Figure 221** Recovery Software Upgrade confirmation page

### Software Upgrade: Are You Sure?

The tables below compare the image stored in the primary software bank with the image that has just been downloaded. Press the "Program Software Image into Non-Volatile Memory" button to accept the software upgrade.

Current software image description
Software Version: 800-01-00

Uploaded software image description
Software Version: 800-01-00

Program Software Image into Non-Volatile Memory

**Figure 222** Recovery Software Upgrade complete page

### Software Upgrade Complete

The software upgrade was completed Successfully. To complete the upgrade a system reboot is required. Please use the 'Reboot Wireless Unit' button below to reboot the unit.

Current software image description
Software Version: 800-01-00

Reboot Wireless Unit

## Resetting IP and Ethernet configuration to factory defaults

Use this procedure when the CMU is in recovery mode to reset IP and Ethernet configuration back to factory defaults.

### Preparation:

Check that the Recovery Options page is displayed (Figure 220).

### Procedure:

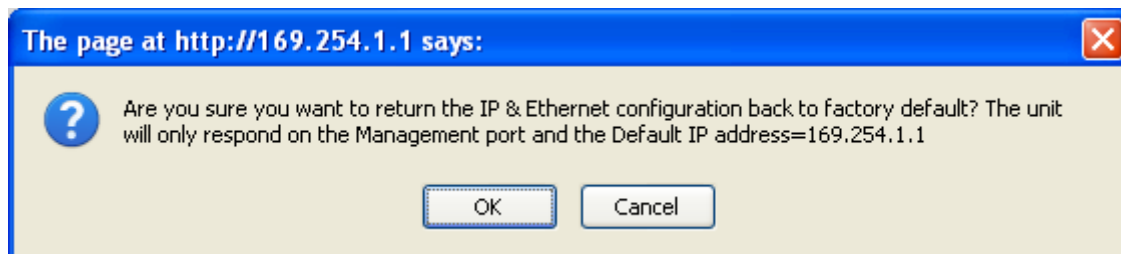
- 1 Click **Reset IP & Ethernet Configuration back to factory defaults**. The Reset Configuration dialog is displayed (Figure 223).

- 2 Click **OK**. The Recovery Options page is redisplayed with a message indicating that the configuration has been reset.
- 3 Click **Reboot**. The Reboot Confirmation dialog is displayed.
- 4 Click **OK**. The reboot progress message is displayed. On completion, the CMU restarts.
- 5 To restore the IP and Ethernet configuration to meet the operator's requirements, see [Configuring the IP and Ethernet interfaces](#) on page 6-17.

**Note**

When the CMU is rebooted after selecting the recovery option **Reset IP & Ethernet Configuration back to factory defaults**, the IP address remains at its default setting of **169.254.1.1** and the CMU can only be accessed via a direct network connection from the PC to the management port.

**Figure 223** Reset Configuration dialog



## Erasing configuration

Use this procedure when the CMU is in recovery mode to erase all changes that have been made to the configuration of the CMU and return it to its factory settings. This includes all changes made to the wireless, IP, Ethernet, license key, security, fault and performance parameters.

**Preparation:**

Check that the Recovery Options page is displayed ([Figure 220](#)).

**Procedure:**

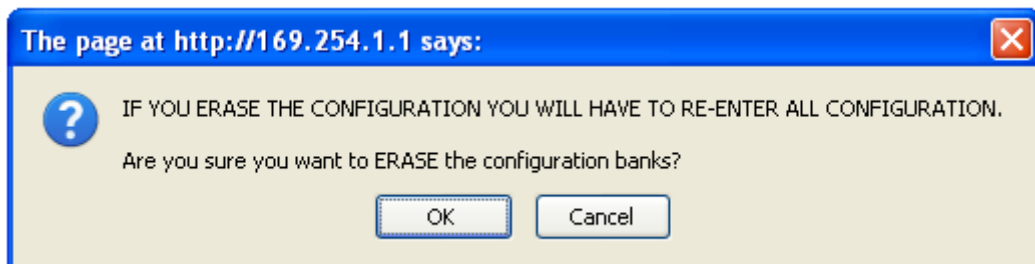
- 1 Click **Erase Configuration**. The Erase Configuration dialog is displayed ([Figure 224](#)).
- 2 Click **OK**. The Recovery Options page is redisplayed with a message indicating that the configuration has been erased.

- 3 Click **Reboot**. The Reboot Confirmation dialog is displayed.
- 4 Click **OK**. The reboot progress message is displayed. On completion, the CMU restarts.
- 5 Reconfigure the PTP 800 to meet the operator's requirements.

**Note**

When the CMU is rebooted after selecting the recovery option **Erase Configuration**, the IP address remains at its default setting of **169.254.1.1** and the CMU can only be accessed via a direct network connection from the PC to the management port.

**Figure 224** Erase Configuration dialog



## Zeroizing CSPs

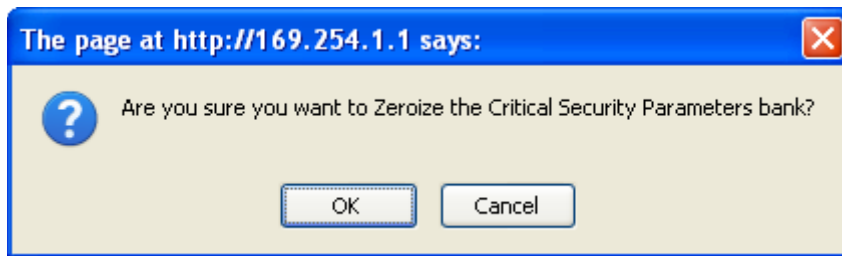
Use this procedure when the CMU is in recovery mode to zeroize the CSPs of the CMU.

**Preparation:**

Check that the Recovery Options page is displayed ([Figure 220](#)).

**Procedure:**

- 1 Click **Zeroize Critical Security Parameters**. The Zeroize Security Parameters dialog is displayed ([Figure 225](#)).
- 2 Click **OK**. The Recovery Options page is redisplayed with a message indicating that the security parameters have been zeroized.
- 3 Click **Reboot**. The Reboot Confirmation dialog is displayed.
- 4 Click **OK**. The reboot progress message is displayed. On completion, the CMU restarts.

**Figure 225** Zeroize Security Parameters dialog

## Downgrading PTP 800 software

Use this procedure to downgrade to an older version of PTP 800 software.

**Procedure:**

- Carefully record the existing configuration of the link
- Delete all configuration data as described in [Erasing configuration](#) on page 7-73
- Load the older software image as described in [Upgrading software image](#) on page 7-71.
- Re-install using the Installation Wizard and Configuration pages.



**Note**

Units with Recovery Image Software Recovery-04-00 cannot be downgraded to application software earlier than 800-04-00.

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