




Erasing the Operational Firmware

When the firmware loaded by the control unit is erased, the control unit will begin making BOOTP requests for a replacement firmware file. Manager can act as a BOOTP server and respond to the control units request with the appropriate file from those installed with Manager.

Unlike other control units, when the firmware loaded by an IP500 V2 control unit is erased, the IP500 V2 control unit will first look for replacement firmware on its SD cards before falling back to using a BOOTP request to Manager.

The processes below should be performed from a PC with a fixed IP address, directly connected to the IP Office control unit and with the IP Office system disconnected from any network. During the process, the control unit's IP address may default to a value in the 192.168.42.1 to 192.168.42.10 range. If this occurs it may be necessary to amend the BOOTP entry in Manager to match the address the system is using.

-  Do not perform any of the following processes unless absolutely necessary. The IP Office software can normally be [upgraded using Manager](#).
-  This process erases the operational software. Before attempting this process you must know the
- MAC and IP addresses of the system, plus have a backup copy of its configuration and the correct .bin file for the control unit type and level of software.
-  The presence of any firewall blocking TFTP and or BOOTP will cause this process to fail.

Erasing the Core Software via Debug

1. Run Manager.

In the **BOOTP** entries, check that there is an entry that matches the MAC Address, IP Address and .bin file used by the system. An entry is normally automatically created when a configuration has been loaded from that IP Office. .

- If an entry is not present, create a new entry manually. The first two details can be found in the Control Unit settings in the configuration file. Then close and restart Manager.

• Under **File | Preferences** ensure that Manager is set to 255.255.255.255. Also check that **Enable BootP Server** is checked.

• Select **View | TFTPLog**.

• Check that the required .bin file is present in Manager's working directory.

2. Attach the serial cable between the PC and the DTE port on the IP Office control unit.

Start the terminal program on your PC. Ensure that it has been setup as listed in [DTE Port](#)

a. [Settings](#). Within a HyperTerminal session, the current settings are summarized across the base of the screen.

b. Enter **AT** (note upper case). The control unit should respond

OK.

c. Enter **AT-DEBUG**. The control unit should response with the time and date and then **Hello>** to show it is ready to accept commands.

3. To erase the current configuration in RAM memory enter

upgrade.

- 4 The IP Office will erase its current software and then send out a BootP request on the network for new software. Manager will respond and start transferring the software using TFTP.

Erasing the Core Software via the Boot Loader

2. Run Manager.

- In the **BOOTP** entries, check that there is an entry that matches the MAC Address, IP Address and .bin file used by the system. An entry is normally automatically created when a configuration has been loaded from that IP Office. .

- If an entry is not present, create a new entry manually. The first two details can be found in the Control Unit settings in the configuration file. Then close and restart Manager.

- Under **File | Preferences** ensure that Manager is set to 255.255.255.255. Also check that **Enable BootP Server** is checked.

- Select **View | TFTPLog**.

- Check that the required .bin file is present in Manager's working directory.

2. Attach the serial cable between the PC and the DTE port on the IP Office control unit.

Start the terminal program on your PC. Ensure that it has been setup as listed in [DTE Port](#)

- a. [Settings](#). Within a HyperTerminal session, the current settings are summarized across the base of the screen.

- b. Arrange the program windows so that the Terminal program and Manager TFTP Log are visible at the same time.

- c. Switch off power to the IP Office control unit.

- d. Power on the control unit and press the escape key every second until you get a Loader message. Below is an example.

P12 Loader 2.4

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- e. Enter **AT** (note upper case). The control unit should respond **OK**.

- f. If an OK response is not received, check the settings of your terminal program and repeat the process above.

3. Enter **AT-X**. The control unit should respond **Multi-Sector Erase**.

- 4 The control unit will now request the .bin file it requires. For IP500 V2 control units this will be from files on the System SD card. For other control units it will be from Manager and appears in the TFTP Log.

- 5 If the file transfers does not appear to be taking place, check that the IP address shown in the TFTP Log matches the BOOTP entry. Adjust the BOOTP entry if necessary.

6. When completed the system will reboot.

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*http://oc-stuff.com/mergedProjects/installation/erase_software.htm
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