

Elite Series Console Rescue Dead Panels Procedure

If there was ever an error while re-programming firmware or if a user accidentally powered off the console while re-programming firmware, then a module or a series of modules may end up dead. If you do not see one flashing light on each of the “panels” (generally this LED will be on the top left corner of each module) then the module may have failed to program. To correct this problem;

You will need the following items:

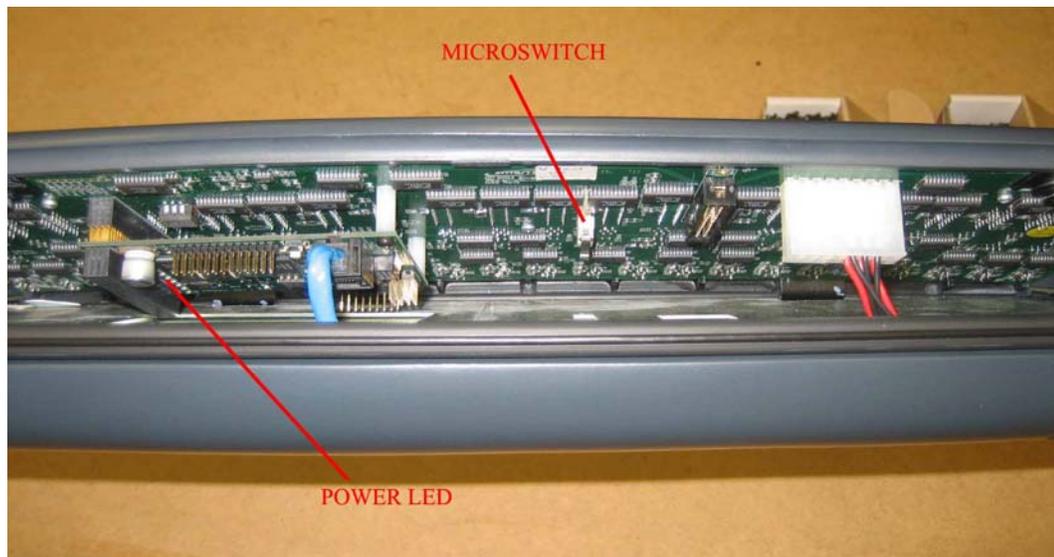
1. A file called Rescue.zip - Available from www.smartav.net/Downloads
2. A monitor, keyboard and mouse connected to your consoles PC.

Take the following steps:

1. Alt Tab to the “Consolemon” application on the console PC and click on the “x” to close this application.
2. Alt Tab to the “Igggy” application and use “Alt+X” to close this application.

It is important to ensure both these applications are closed before proceeding.

3. Unzip Rescue.zip to C:\ on the console PC.
4. Check that the Network IP address of the console PC is set to 10.10.0.2 and the Sub-Net Mask to 255.255.0.0.
5. Power the console off.
6. Carefully remove all the modules from the console. They must only be fitted one at a time to perform the rescue procedure. You may leave one module fitted to the console and this module will be the first one you rescue.
7. Remove the white scribble strip from the ARC but using a small screwdriver to begin lifting it from one end. The scribble strip is only held in place by magnets. Take extra care with this step to avoid any damage to the scribble strip or the ARC.
8. Open each of the ARC modules by depressing the black buttons on the rear of the modules (2 buttons per module). Once the buttons are pressed, open the modules from the front. You only need to open the module slightly so that the microswitches on each of the ARC modules disable their power. An example of the open module is shown in the image below. When the ARC modules are all open there should be no power LEDs illuminated on any ARC modules when the console power is turned on.



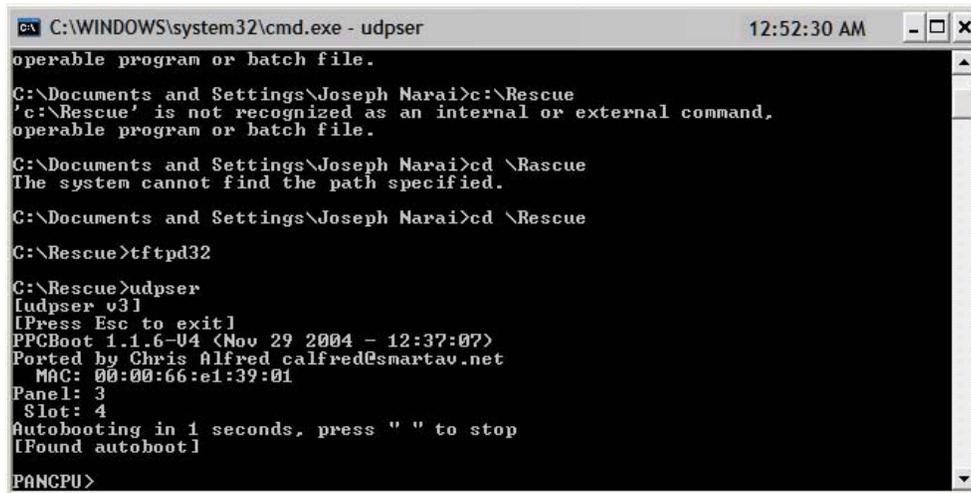
You are now ready to rescue each of the panels, one at a time. This will take a few minutes for each module and must be done one at a time. You must repeat this procedure for each module including the ARC modules and you must not try to perform the process on more than one module at a time.

9. Insert the module to be rescued into the console. If the module is an ARC module, simply press it back into the console until it clicks into place.
10. On the console PC open a Command Prompt by Start->Run and typing CMD and click on OK (or Enter)
11. Change to the Rescue Directory type: cd \Rescue
12. Type tftpd32 <ENTER> (you may need to UNBLOCK the application in the firewall software) – you will see the following application window appear on the screen



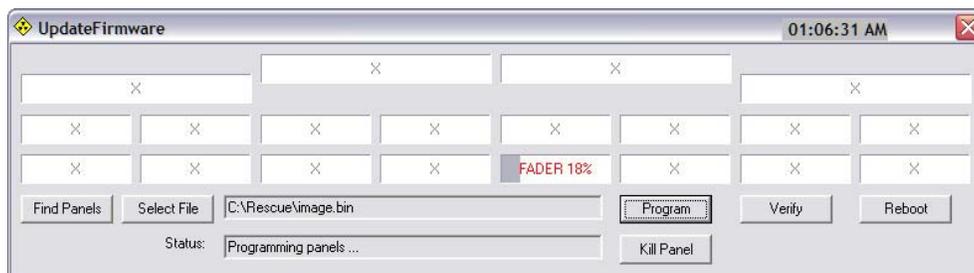
13. Ensure that the Server Interface is 10.10.0.2 -> if the Panel is not connecting correctly to the Ethernet Port you will not see the 10.10.0.2 address appear in the drop down box. If it does not, you will need to check your connection and you MUST close the tftpd32 application and restart it.

14. Back in the CMD box, type `udpser` <ENTER> (you may need to UNBLOCK the application in the firewall software).
15. Power the console on and immediately start pressing <SPACEBAR> in the `udpser` window until the `PANCPU>` prompt appears. NOTE: if it does not appear, repeat this process until it does. You should now see the following in your cmd window



```
C:\WINDOWS\system32\cmd.exe - udpser 12:52:30 AM
operable program or batch file.
C:\Documents and Settings\Joseph Narai>c:\Rescue
'c:\Rescue' is not recognized as an internal or external command,
operable program or batch file.
C:\Documents and Settings\Joseph Narai>cd \Rescue
The system cannot find the path specified.
C:\Documents and Settings\Joseph Narai>cd \Rescue
C:\Rescue>tftpd32
C:\Rescue>udpser
[udpser v3]
[Press Esc to exit]
PPCBoot 1.1.6-U4 (Nov 29 2004 - 12:37:07)
Ported by Chris Alfred calfred@smartav.net
MAC: 00:00:66:e1:39:01
Panel: 3
Slot: 4
Autobooting in 1 seconds, press " " to stop
[Found autoboot]
PANCPU>
```

16. At the `PANCPU>` prompt type `tg` <ENTER> - You will see a progress window appear in the `tftpd32` window. After about 15 seconds, you should see one flashing light on the panel. (NOTE: You may also see an Error Message in `udpser`: 'Can't set "ipaddr" in `pancpu`, use "panelcpu" instead, Starting Application at xxxxxxxx...' Ignore this message.)
17. Press <ESC> in the `udpser` window to exit from that instance of `udpser`.
18. At the command prompt type `updatefirmware` <ENTER> to run up the firmware update program.
19. Click on `FindPanels` and wait for the "Panel Scan Complete" Dialog Box to appear and click OK. The panel found will automatically be selected and highlighted in RED. This should be the module that you have installed.
20. Click on "Select File" and point to "C:\Rescue\image.bin"
21. Click on "Program" and OK to start programming the panel – The progress bar will appear as in the image



22. When Complete a "Programming Complete" Dialog Box will appear. Click OK.

23. Click on "Reboot" and OK and make sure that a light starts flashing on the newly programmed panel. The firmware on this panel has now been re-programmed successfully.
24. Click on X to Close the Update Firmware Application.
25. Click on X to Close the TFTP32 Application.
26. Power off the console.

Now remove this module and install the next module to be re-programmed and repeat steps 9 to 26. Do this for each dead module from your console.