RMX Card Software Recovery Procedure

> This procedure is only valid for the MPM/MPM+ & RTM IP/RTM IP 4000 cards.

On the RMX 2000/4000 the user is able to implement a card software recovery using default board settings on the RTM-IP/RTM-IP 4000 and MPM/MPM+ boards.

Before starting the recovery procedure, do the following:

- Backup the RMX configuration using the *Software Management / Backup Configuration* option from the RMX *Administration* menu.

- Open the *Hardware Monitor* and confirm that all the cards are monitored.

- On the USB key, verify that the LanConfigUtility.exe and Lan.cfg (standard configuration files) are present.

> You must read the procedure defined below carefully and patiently. Follow each step and ensure that you are facing the rear of the RMX system prior to attempting to initiate a board software recovery procedure.

To initiate a Card Software Recovery Procedure:

1 Turn **OFF** the RMX 2000/4000 using the ON/OFF button on the RMX 2000/4000 (AC systems) or both Circuit Breakers on an RMX 4000 DC system.

2 Insert a disk-on-key with the MCU's current IP configuration into the RMX's USB slot in the back of the RTM IP/RTM IP 4000.
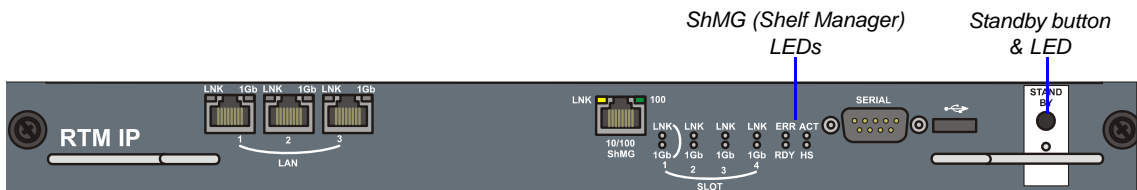

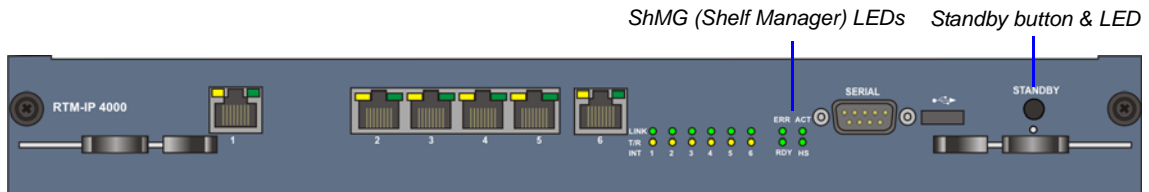*Figure 5-1* RMX 2000 RTM IP Rear Panel

ShMG (Shelf Manager) LEDs   Standby button & LED

Figure 5-2 RMX 4000 RTM-IP 4000 Rear Panel

3   On either the RTM IP (RMX2000) or RTM-IP 4000 (RMX4000) board, press and hold down the *Standby* button while turning **ON** the RMX system. The Shelf Manager LEDs (ERR, RDY, ACT) turn *ON* and flicker rapidly. When the Shelf Manager LEDs begin to flash at a slower rate, wait 5 seconds before releasing the *Standby* button.

> When the Shelf Manager LED's flicker slowly the card software recovery procedure has been initiated. This procedure can last up to 20-25 minutes.

4   Ping the RMX IP address and when ping is received, then connect to the *Hardware Monitor* and confirm that the cards *Status* are in a **Resetting** mode.

   a   During the MPM/MPM+ card's recovery the LEDs (ERR, RDY, ACT) on the MPM/MPM+ card flash.

   b   The MPM/MPM+ cards LED's will stop to flash and then resume flashing.

   c   When the RDY LED turns on Green on the MPM/MPM+, the three MPM/MPM+ LED's stop flashing.

5   When the card software recovery procedure is completed the RMX automatically resets.

6   Verify that green *RDY* LEDs on the RTM-IP/RTM-IP 4000 cards and CNTL module turn **ON**.

7   Remove the disk-on-key from the RMX.