

MDU Solutions® FIRMWARE RECOVERY INSTRUCTIONS

The following procedure provides instructions for recovery when network parameters or login credentials are unknown. This process replaces the current firmware in its entirety so it may also be used for upgrades.

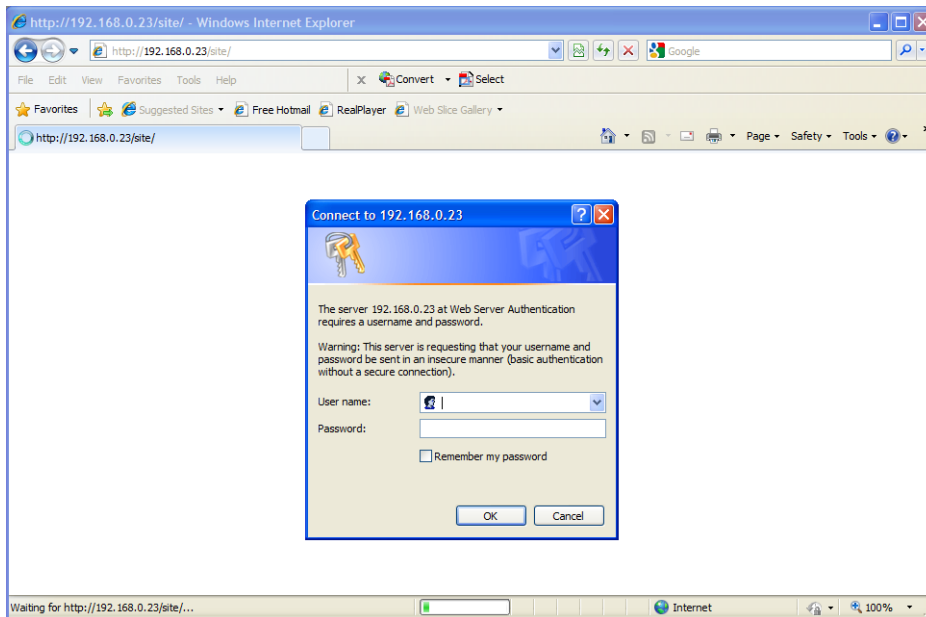
Please review the following information before starting the recovery process:

- This procedure assumes that the DVISm has been installed and is operating properly (if you require set-up or operating instructions, see the Quick Start Guide for your product).
- This procedure requires a PC running Microsoft® Windows® and Internet Explorer® (called the “management computer” in the following procedures). The PC must have an available Ethernet connection to perform the upgrade locally or an Internet connection to perform the upgrade remotely. **Internet Explorer® is recommended** as the Add/Drop page may not display properly in other browsers.
- Firmware recovery sets all operational device parameters to default values. After the upgrade is finished it is necessary to reanalyze the incoming QAM and set appropriate Add/Drop channels, appropriate RF output frequency, output RF level, etc. To simplify the configuration of a recovered unit, it is recommended that you make screenshots of all GUI pages before starting the upgrade process.
- Do not turn off electrical power to the DVIS during the upgrade process.

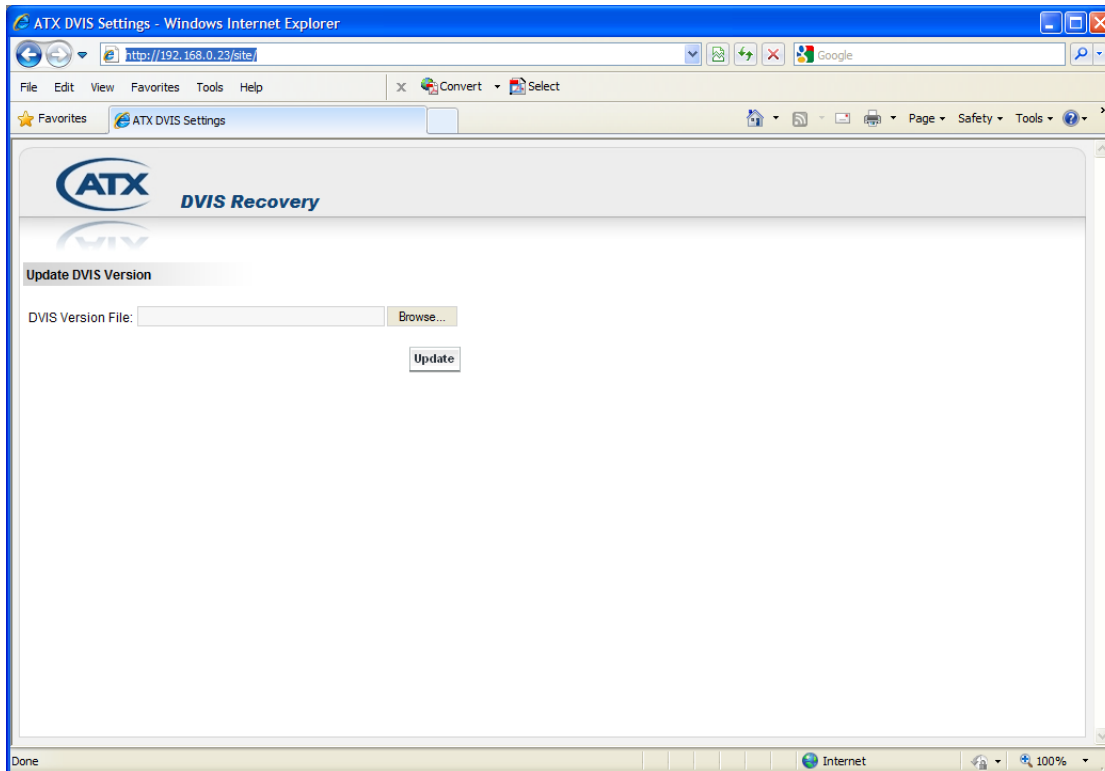
Recovery process:

1. Download a recovery file from the product support page and save it in a known location on the hard drive of the management computer.
2. Extract the contents of the zip folder (a single file with the same name as the folder and the extension .tgz). You can double-click the folder to open it and drag the file to a different location, or right-click the folder, select **Extract All**, select a destination and click **Extract**.
3. Using a pen or similar small pointed object, press and hold the **RESET** button on the unit for approximately 5 seconds to place the unit in RESET/RECOVERY mode (indicated when both fans stop operating, then after a few seconds one fan restarts).
4. Use the management computer to access the DVIS management interface. In RESET/RECOVERY mode, the network address for the unit is set to the factory default setting (192.168.0.23) so the management computer's network parameters must be adjusted accordingly. For example, if you are connecting directly to the DVIS, set the computer's Ethernet interface to a static IP address on the 192.168.0.x subnet, set the subnet mask to 255.255.255.0, connect the computer's Ethernet adapter to the DVIS Ethernet port using a CAT5e crossover cable (supplied with the unit), open Internet Explorer and access address **http://192.168.0.23/site**.

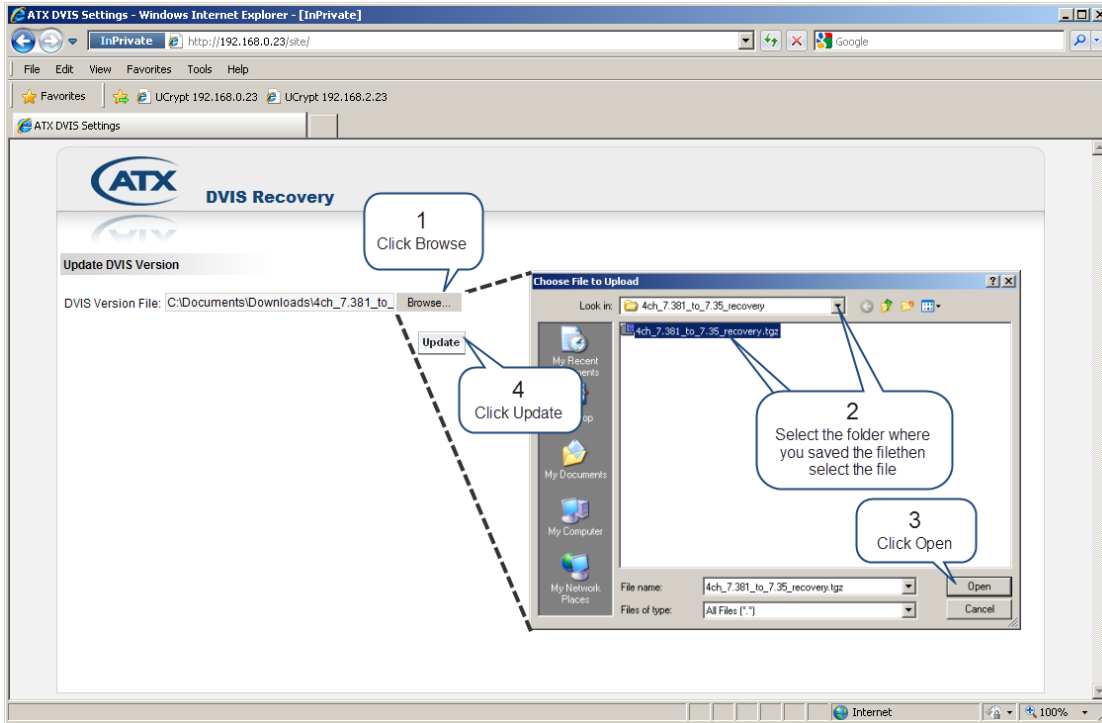
- When the login screen appears, enter **atx** for both the User name and Password.



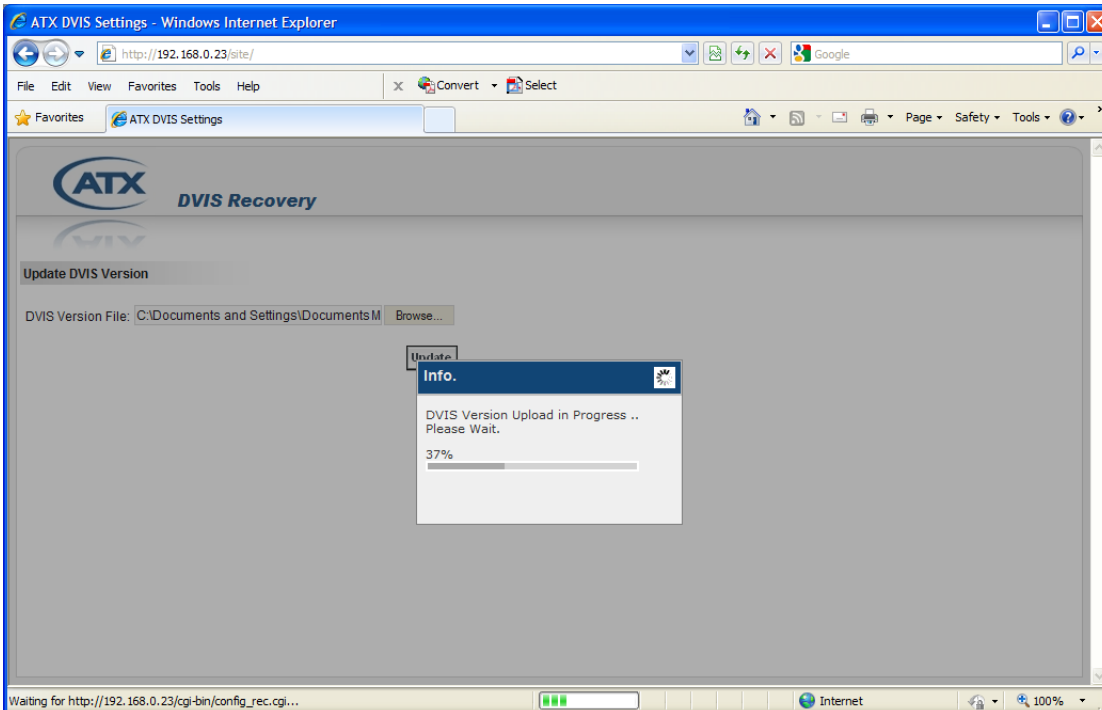
- Upon validation of the login and password, the DVIS Recovery screen appears.



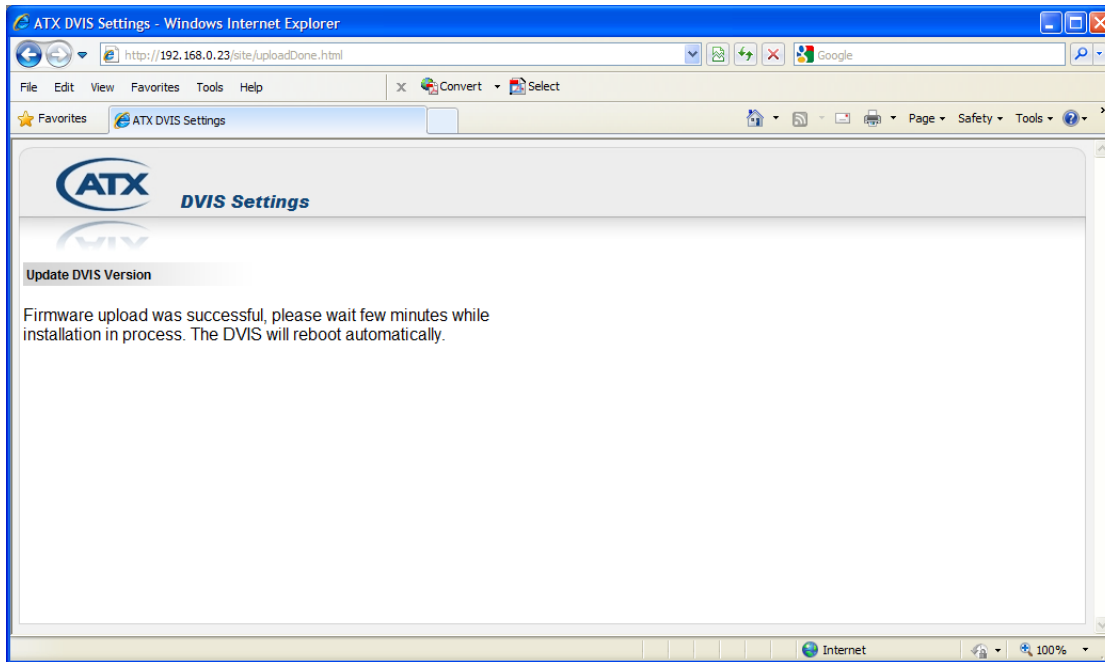
- 7. Click **Browse**, navigate to the location of the saved recovery file and select the recovery file. The file name and location appear in the selection box.



- 8. Click **Update** to begin uploading the file to the unit. A progress bar indicates the percentage completion (0 to 100%).

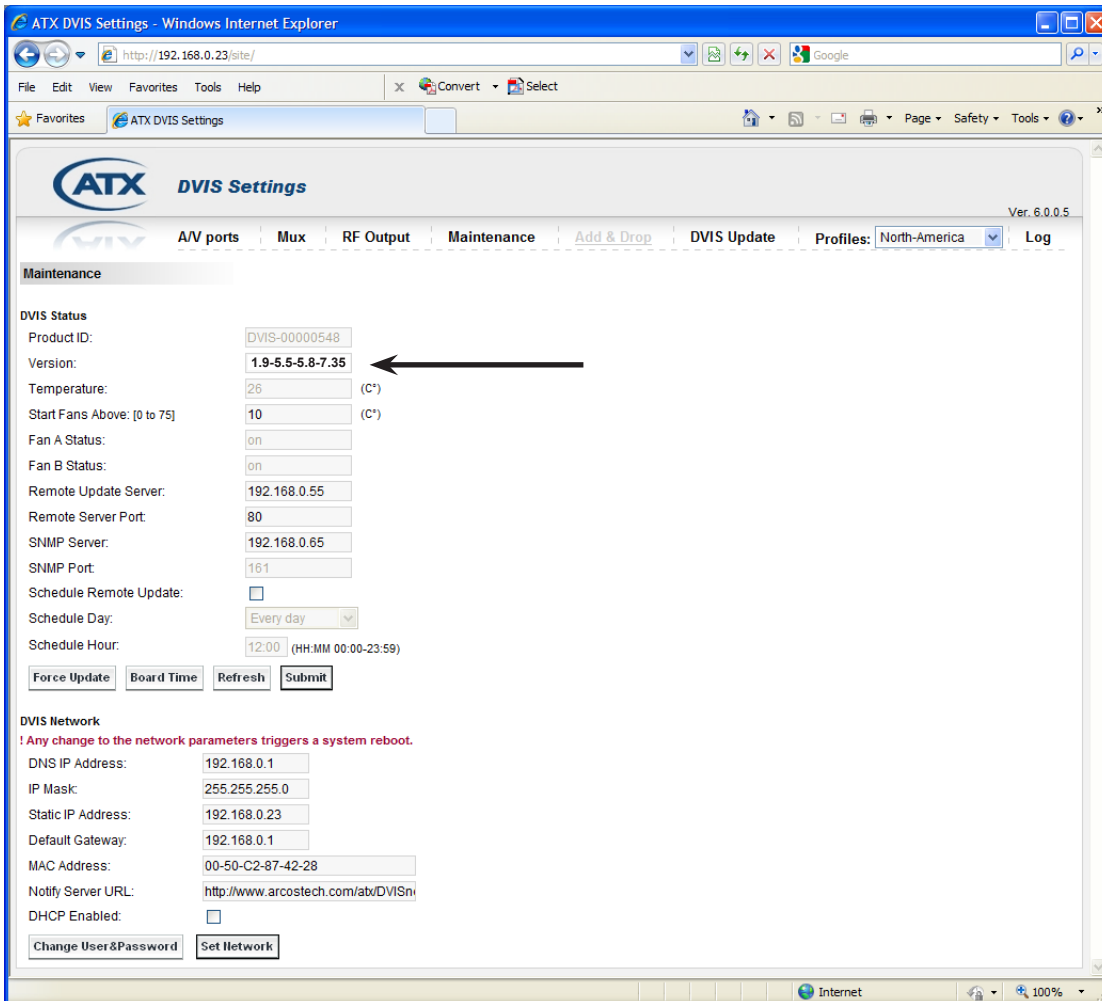


9. When the upload is finished, a confirmation message appears in the Web browser and file installation begins automatically.



10. Close the Web browser.
11. When installation has completed (which can take several minutes), the unit will reboot (indicated when the fans shut off for a few seconds and then restart). Wait an additional 90 seconds, reopen the Web browser and access address <http://192.168.0.23/site>.
12. When the login screen appears, enter **atx** for both the User name and Password. The DVIS Settings screen appears.

13. Select **Maintenance** from the menu bar and verify that version matches that of the applied recovery file.



Service & Support

Contact ATX Networks

Please contact ATX Technical Support for assistance with any ATX products. Please contact ATX Customer Service to obtain a valid RMA number for any ATX products that require service and are in or out-of-warranty before returning a failed module to the factory.

DIGITAL VIDEO SUPPORT LINE

Tel: (905) 428-6068

Toll Free Tel: (800) 565-7488 (USA & Canada only)

▶ Press *3 (when prompted) for **Technical Support**

▶ Press 1 (when prompted) for **Digital Video Products**

E-MAIL SUPPORT

E-mail: digitalvideosupport@atxnetworks.com

CUSTOMER SERVICE

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Warranty Information

All of ATX Networks' products have a 1-year warranty that covers manufacturer's defects or failures.



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