



A Sierra Monitor Company

ENOTE 0091

Recovering a QuickServer FS-QS-1011 from a bad download

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1 INTRODUCTION

This eNote describes the procedure for recovering a QuickServer FS-QS-1011 from a bad download.

2 PROCEDURE

2.1.1 Obtain the following from FieldServer Technologies Technical Support:

- Recovery Firmware
- Original Firmware
- RUINET Executable
- Original Configuration File

2.1.2 Physical Connection Setup

- Set your computer to a static IP address to match the IP subnet of the QuickServer FS-QS-1011. The default IP address of the QuickServer FS-QS-1011 is 192.168.1.24.
- Connect the QuickServer FS-QS-1011 to your computer using one of the following:
 - A crossover ethernet cable for a direct connection
 - A straight-through ethernet cable with a hub or switch

2.1.3 Downloading firmware to the QuickServer FS-QS-1011

- Copy the recovery and original firmware bin files to a folder on the PC.
- Open a Dos Prompt and go to the folder where the bin files are stored.
- Type the following command: ftp {IP Address of QuickServer FS-QS-1011} e.g. ftp 192.168.1.24
- Press the enter key.



```
C:\FieldServer>ftp 192.168.2.101
Connected to 192.168.2.101.
220 NET+ARM FTP Server 1.0 ready.
User <192.168.2.101:(none)>:
```

2.1.4 Login

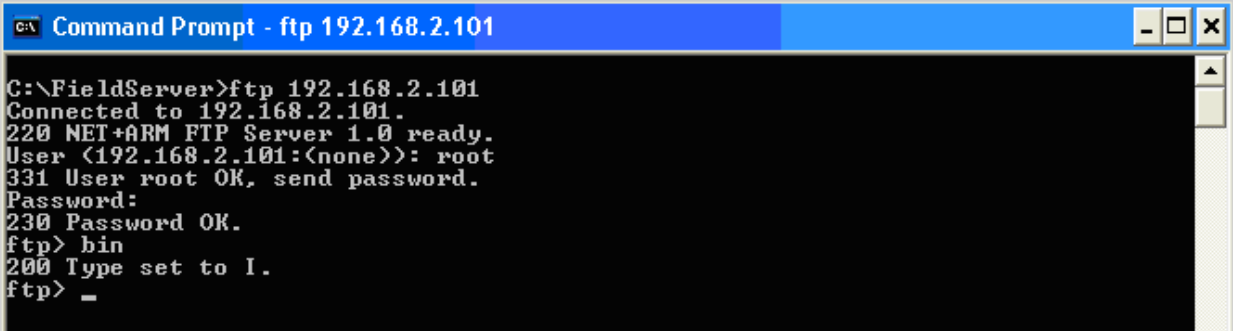
- To login, please enter the following: User: root Password: Netsilicon

- If Login is successful, the following message will appear:



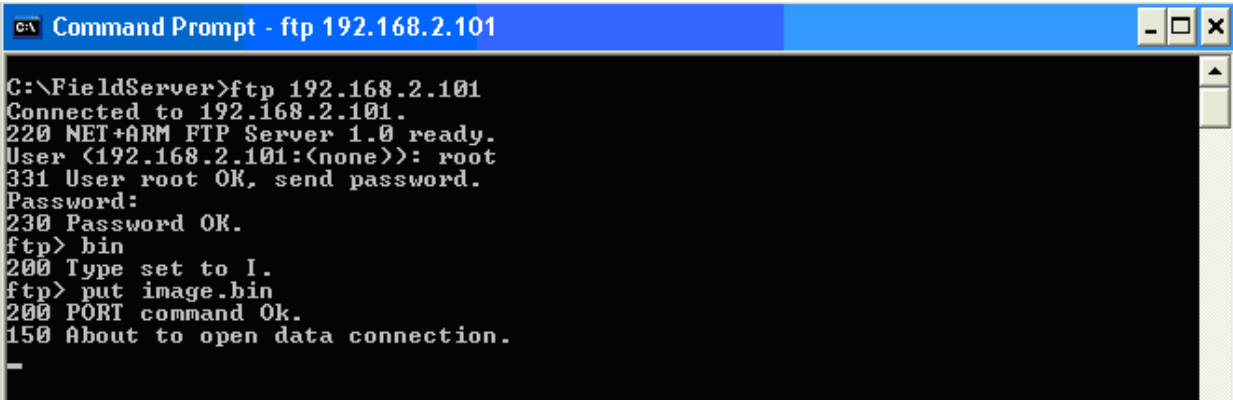
```
C:\FieldServer>ftp 192.168.2.101
Connected to 192.168.2.101.
220 NET+ARM FTP Server 1.0 ready.
User <192.168.2.101:(none)>: root
331 User root OK, send password.
Password:
230 Password OK.
ftp>
```

- Type bin and press the enter key.



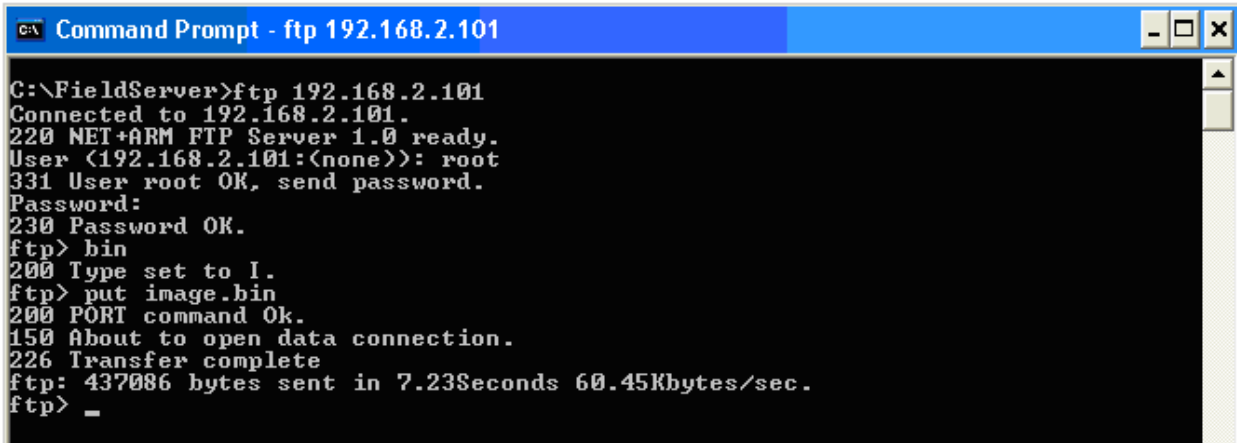
```
C:\FieldServer>ftp 192.168.2.101
Connected to 192.168.2.101.
220 NET+ARM FTP Server 1.0 ready.
User <192.168.2.101:(none)>: root
331 User root OK, send password.
Password:
230 Password OK.
ftp> bin
200 Type set to I.
ftp> _
```

- Type the following command: `put {firmware file name} {image.bin}` e.g. `put recover.bin image.bin`
- Press the enter key. This will store the bin file as image.bin on the QuickServer FS-QS-1011.



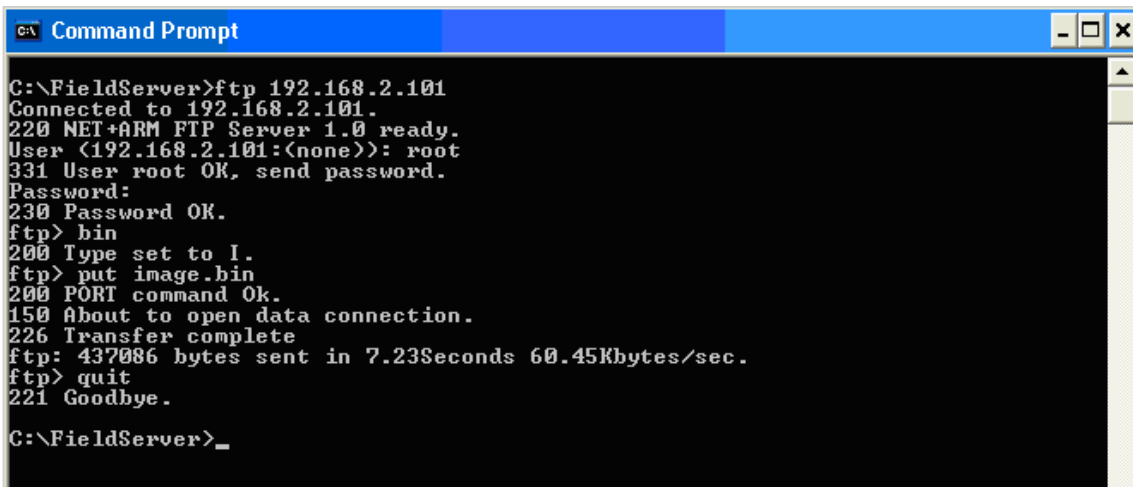
```
C:\FieldServer>ftp 192.168.2.101
Connected to 192.168.2.101.
220 NET+ARM FTP Server 1.0 ready.
User <192.168.2.101:(none)>: root
331 User root OK, send password.
Password:
230 Password OK.
ftp> bin
200 Type set to I.
ftp> put image.bin
200 PORT command Ok.
150 About to open data connection.
_
```

- The recovery firmware is now downloading. Once the download is over, the following message will appear:



```
C:\FieldServer>ftp 192.168.2.101
Connected to 192.168.2.101.
220 NET+ARM FTP Server 1.0 ready.
User (192.168.2.101:(none)): root
331 User root OK, send password.
Password:
230 Password OK.
ftp> bin
200 Type set to I.
ftp> put image.bin
200 PORT command Ok.
150 About to open data connection.
226 Transfer complete
ftp: 437086 bytes sent in 7.23Seconds 60.45Kbytes/sec.
ftp> _
```

- Type “quit” and press the enter key. DO NOT recycle the power to the QuickServer FS-QS-1011. The QuickServer FS-QS-1011 will reset itself after 15 sec.



```
C:\FieldServer>ftp 192.168.2.101
Connected to 192.168.2.101.
220 NET+ARM FTP Server 1.0 ready.
User (192.168.2.101:(none)): root
331 User root OK, send password.
Password:
230 Password OK.
ftp> bin
200 Type set to I.
ftp> put image.bin
200 PORT command Ok.
150 About to open data connection.
226 Transfer complete
ftp: 437086 bytes sent in 7.23Seconds 60.45Kbytes/sec.
ftp> quit
221 Goodbye.
C:\FieldServer>_
```

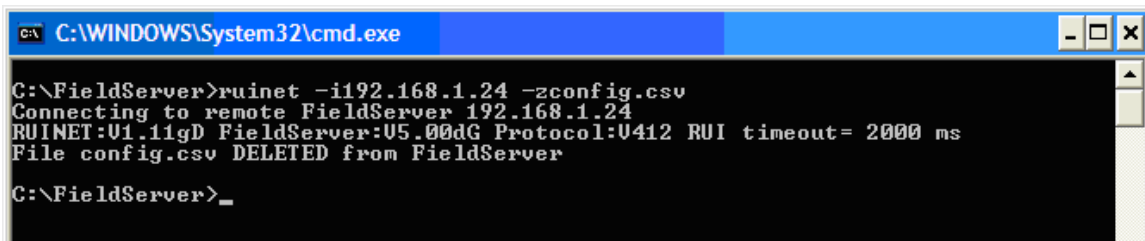
- Once the QuickServer FS-QS-1011 is up, it will be running the recovery firmware.

2.1.5 Deleting a Bad Configuration from the QuickServer FS-QS-1011

- Copy the RUINET executable to a folder on PC.
- Open a Dos Prompt and go to the folder where the executable is stored.
- Type the following command: `ruinet -i{ip Address of QuickServer FS-QS-1011} -zconfig.csv`

e.g. `ruinet -i192.168.1.24 -zconfig.csv`

- Press the enter key.
- The following message will appear:



```
C:\WINDOWS\System32\cmd.exe
C:\FieldServer>ruinet -i192.168.1.24 -zconfig.csv
Connecting to remote FieldServer 192.168.1.24
RUINET:U1.11gD FieldServer:U5.00dG Protocol:U412 RUI timeout= 2000 ms
File config.csv DELETED from FieldServer
C:\FieldServer>_
```

2.1.6 Restoring Original Firmware

- Download the nlqsflon.bin file and follow the procedure as above, replacing 'recover.bin' with 'nlqsflon.bin'.
- When finished, the QuickServer FS-QS-1011 will now show up un-configured in RUINET.
- Use RUINET to download the original configuration file to the QuickServer FS-QS-1011.